

Avaya INDeX Phones are End of Life

Make the right migration choice

Why Migrate?

As of May 2009 INDeX will no longer be supported by Avaya meaning future upgrades and ongoing maintenance and support will not be available. Should any system issues arise after May 2009 you may find it difficult to get support, which could have a big impact on your business. INDeX is still a stable and reliable platform and you may feel that your INDeX system meets all your communication needs.

However, after May 2009 your business may be impacted by two issues:

- 1) **Hardware failure that cannot be resolved**
- 2) **Inability to add INDeX software licenses**



To ensure minimal disruption to your business and to enable you to benefit from the very latest unified communications technology, Avaya has a range of industry leading solutions which can take your business to the next level. However, should you decide to stay with the INDeX system your business could be at risk.

What this means to my business?

These issues have the potential to seriously affect your business in the following ways:

Lost Revenue	Hardware failure may result in an inability to make or receive calls that could mean lost revenue opportunities.
Lost Customers	If customers cannot connect to your company due to a hardware failure then they are likely to place business with a competitor.
Poor Customer Service	Faulty INDeX hardware may result in customer calls being misplaced, customer records not being screen-popped as well as call centre agents not being able to effectively and efficiently manage incoming calls.
Lack of Communication	A fault with INDeX hardware may result in employees not being able to connect and collaborate.
Slow Response to Change	If employees cannot connect and collaborate with colleagues, customers and suppliers then your business will be slow to respond to competitive, economic, environmental and market changes.
Inability to Scale Business	INDeX hardware and software will not be available beyond May 2009 meaning your business will not be able to increase system capacity in line with business growth.
Reduced Business Hours	If 24/7 auto-attendant functionality cannot be provided to your customers then your business hours will be reduced meaning lost revenue opportunities, lost customer loyalty and poor customer service.
Lost Competitive Edge	Any disruption to business can have a detrimental impact on competitiveness. Losing the ability to provide excellent customer service and maximise revenue opportunities will give your competitors the edge.
No INDeX Development	INDeX end of life will mean that your business will not be able to benefit from communication technology developments. Companies using the very latest Avaya solutions can attain a competitive advantage by implementing advanced unified communication applications and mobility solutions.

What is the Impact of INDeX Hardware Failure?

The INDeX product portfolio is comprised of many hardware components and software licenses. As of May 2009, these components and licenses will no longer be obtainable. The table below highlights the most common INDeX hardware components and the impact that a fault will have on your business.

INDeX Component	What is the impact of a fault?
INDeX CPU	A fault with the CPU will mean that the entire INDeX system will cease to function. This means that incoming and outgoing calls will not be possible and employees will lose access to INDeX applications.
INDeX IVM	A failure with the INDeX IVM will mean that incoming calls will not be routed correctly.
INDeX CCM	A technical fault with the Call Centre Module will result in poor management and operation of call centre agent activity.
INDeX DECT	Problems with INDeX DECT will mean that mobile in-building workers will not be able to communicate.
INDeX IPNC	A fault with the IP Network Cassette will mean that networked sites will lose connectivity. As a result, inter-site voice traffic will be lost and branch sites may not be able to make or receive external calls.
INDeX DSLC	A failure with the DSLC will mean that DT phones will no longer work. This will have a disastrous impact on any business.
INDeX BRI/PRI/Combo	An issue with either the BRI, PRI or Combo cassette will mean that incoming and outgoing calls will not be possible.

After May 2009, it may be possible to source INDeX hardware components from a 3rd party supplier. However, it will not be possible to transfer INDeX software license keys between INDeX CPU's. Therefore, it *may not* be possible to use any INDeX hardware component sourced from a 3rd party supplier after May 2009.

What is the Impact of INDeX Software License Unavailability?

While your INDeX system may operate adequately, without a hardware fault, long after May 2009, the ability to add software licenses to the INDeX system will no longer be available. As a consequence, your business will not be able to:

- Scale the size of the business by adding more phones to the INDeX system
- Increase the number of voicemail ports to increase capacity
- Add more call centre agents to meet customer demand
- Improve inter-site communications with more IPNC channels

Migrating to the latest Avaya solutions ensures that your business does not suffer as a result of hardware failure, can scale capacity in line with growth and can implement the applications to drive competitiveness.

Avaya IP Office - Up to 3000 Employees



Whether you have 5 or 3000 employees spread across a single site or up to 150 locations, the award winning Avaya IP Office communication solution is perfect for you. This solution brings your telephony, messaging, conferencing, contact centre, video communications on to a single easy to use platform that enables your workforce to work from any location or on the move across a range of mobile devices.

We are currently running a trade in offer for customers looking to upgrade to Avaya IP Office. [Learn More.](#)

If you would like to discuss upgrading your legacy phone system or any other telecommunications and networking options available to you then call us on 0844 264 5522 or email Matthew van Til (matthew.vt@westpiertele.com). Visit our [website](#) or learn about our [Customer Excellence Award](#)