Merge voice telephony and Internet technology
on a single network that is simpler and less costly



Ask your carrier about

IP Centrex Services that give you the Lucent Advantage™

With IP Centrex Services, IT managers can:

- Lower network service costs
- Add robust remote worker capabilities
- Increase productivity with next-generation enhanced communications applications
- Upgrade existing Centrex services without disruption
- Improve internal focus

Lucent Technologies
Bell Labs Innovations

IP Centrex Services



IP Centrex is a packet-based solution for merging voice telephony and Internet technology.

Because it is monitored and maintained in the carrier's central office, IP Centrex enables enterprises to reduce costs associated with buying and maintaining telecommunications equipment, protects them against equipment obsolescence, and reduces the time and expense of moving or adding phone services for a changing workforce. It is a secure and reliable enterprise VoIP solution.

Data networks that are critical to the success of enterprises are growing in size and complexity — and cost. The same can be said of the voice networks used to communicate internally and externally. Maintaining the effectiveness, security and reliability of these networks are major priorities, especially when supporting multiple locations and remote workers.

Consolidating voice and data communications on a single, packet-based platform offers Information Technology (IT) managers the opportunity to add new data services while lowering the cost of voice services. But there are also many challenges. Disparate platforms and desktop systems offer few options for unification — short of total replacement.

IP Centrex is a fully managed, cost-saving service that combines the proven functionality of Centrex with the advanced benefits of Voice over Internet Protocol (VoIP). IP Centrex enables enterprises to unify communications for multiple locations and deliver seamless support for remote workers, who benefit from the appearance of actually being in the office with corporate directory access and four- or five-digit dialing capabilities. IP Centrex provides an enterprise-wide suite of familiar Centrex services, as well as new applications, such as automatic moves, Softphones and remote Centrex access. And network-based disaster recovery protection available from many carriers helps assure business continuity.

Lower network service costs

IP Centrex Services allow enterprises to leverage their investment in PBXs, key systems and Centrex. Voice and data networks are consolidated on Local Area Networks (LANs) and Wide Area Networks (WANs), saving on wiring and maintenance costs. Capital expenditures for premises equipment are virtually eliminated, along with the risk of premature technology obsolescence. The carrier manages the edge technology and transport layers, resulting in less overhead for enterprise IT departments. The addition of portal-based enhanced services can help enterprises save on redundant calendaring and instant messaging services costs, Unified Messaging, conferencing, and client software licenses. This reduces needs for IT help desk support and simplifies vendor management.

Add robust remote worker capabilities

IP Centrex Services enable users to access the full in-office communications toolset from virtually anywhere — including international locations. Enterprises can support a mobile, distributed workforce, including teleworkers, road warriors and remote offices. All will be able to use four- or five-digit dialing with the most wanted services, such as transfer, conferencing, caller ID and call forwarding. Enterprises can easily create and manage virtual contact centers on demand, easily distributing traffic among multiple, geographically disparate facilities, including at-home workers.

Upgrade existing Centrex services without disruption

Because IP Centrex Services inter-work with existing Centrex systems, users can retain the same dialing plans and telephone numbers they currently have on Centrex. Phones can be migrated to IP Centrex one at a time, allowing enterprises to scale up VoIP implementation at the pace that makes the most sense.

Improve internal focus

By implementing managed IP Centrex Services, enterprises can free resources to focus on strategic projects and systems rather than telecommunications. Carriers will configure the network in the background according to an enterprise's changing needs, while continuously monitoring it for performance and reliability.



Increase productivity with next-generation enhanced communications applications

Adding Enhanced Business Services (EBS) software to user desktops creates an enterprise-wide soft-phone call management environment. This enables enterprises to integrate directories, e-mail and telephone services, and other information resources for improved user productivity. EBS provides access to a suite of fully hosted Computer-Telephony Integration (CTI) applications enabling new options for enterprise-wide communications unity and effectiveness.

With EBS, IT managers can offer a rich telephony feature set to every desktop regardless of the type of phone on the user's desk. Through its unified graphical user interface (GUI), EBS adds interaction and synergy between existing communication systems, bringing more value and greater productivity to users. Now users' wireless phones can access desktop phone logs, corporate calendars and corporate directories, and computers can access voicemail and interact with phones.

EBS enables CTI features such as:

- Click to dial, add and transfer — the ability to click on phone numbers in the Web portal GUI to initiate calls.
- Call logs — call history information, such as calling/called party, date, time, duration, etc., presented in the Web portal.
- Progressive conferencing — the ability to build a multi-party conference bridge through the portal GUI.
- Find me/follow me — the ability to create profiles to customize inbound call treatments.
- Web-based control of calling features — the ability to program buttons within the portal to invoke calling features with a mouse click.
- AnyDial — the ability to dial any web phone number with a mouse click.
- Directory search — the ability to access the corporate Lightweight Directory Access Protocol (LDAP) directory for click to dial and click to e-mail.
- Unified messaging — a unified view within the portal to all messages, call logs, e-mail and voicemail.
- Speed dial — the ability to quickly build "clickable" lists of frequently dialed numbers.
- Personal address book — a repository of a user's own personal EBS contacts.

Get the Lucent Advantage™

Leading carriers are delivering the Lucent Advantage™ by offering IP Centrex Services that help enterprises unify voice and data communications on a single network that is simpler and more cost-effective. These carriers are using Lucent products and services in their networks to deliver the flexibility and features that enterprises want, and the network reliability that they need. The Lucent iMerge™ Centrex Feature Gateway (CFG) in a carrier's network provides enterprises with worldwide access to phone systems from virtually anywhere.

With an IP Centrex service delivered over a Lucent 5ESS® switch, you're assured of reliability. The industry-leading 5ESS® switch is the only class 5 switch to achieve 99.999 percent reliability for the past six years, according to US FCC quality reports. Ask your carrier about IP Centrex Services that deliver the Lucent Advantage™: secure and reliable services that enable enterprises to unify telephony and Internet technology on a single, simpler, less costly network.

To learn more about IP Centrex Services, please contact your carrier.
Be sure to ask for services that deliver the Lucent Advantage™.

To learn more about Lucent Technologies, visit our web site at http://www.lucent.com.

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