



How Much Can Your Health Care Firm Save?

Calculate The ROI Your Practice Can Expect from Avaya IP Office



How Avaya IP Office helps you save!

- Delivers the “all in one” benefits of a converged communications system, providing advanced capabilities you may currently be getting from multiple sources.
- Lowers the cost of communications with capabilities like conferencing and making calls over the Internet (Voice over IP).
- Keeps health care providers and staff working remotely in touch, eliminating costly delays.
- Provides applications, such as a PC-based softphone interface, that makes health care providers and staff more productive.
- Reduces non-billable activities such as accounting for the time and expense of phone-based work.
- Lowers the cost of supporting multiple offices.

Most health care providers like yours have monthly expenses associated with communications. Some are predictable; others are unpredictable. With Avaya IP Office, you can reduce or eliminate those expenses. How?

Take a look at the Quick Calc Tool below. We based this calculation on research* we conducted with health care providers like yours. Take a look to see how you compare. You can then go online and in just a few minutes calculate your own ROI.

IP OFFICE QUICK CALC (www.avaya.com/ipofficeroi)

What is the approximate number of employees using communication tools at your location? (choose the number closest to the total capacity you want at this site—factor in your estimated growth)

Let's first take a quick look at what you are currently spending on your existing communications

Enter your current or probable total cost for conferencing services per month: (for up to 64 users)

Enter your current or probable total cost for data conferencing services per month:

Enter your current total monthly lease or maintenance payment on any existing communication system:

Enter the total number of employees who currently work from home & who expense their phone bills:

Enter the average monthly total of those expensed phone bills for each of those employees:

If you have more than one site, enter your estimated monthly savings by being able to keep all the calls going from one site to the other within your network (versus a toll call). Factor in international calls where applicable:

Enter any other current monthly costs for your existing voice or data systems: (DHCP server, T1 maintenance, firewall, router, etc.)

* Research with Avaya customers as well as research by Access Markets Intl. (AMI)

Now, let's review what new communications capabilities can help make your business more efficient and productive

How important is it to your business to have non-stop productivity in the event of storms, sickness, or other reasons why employees can't get to the office? How much would you pay per month per employee for the ability to enable that? (i.e. incoming and outgoing calls routed via softphone—utilizing any home pc with Internet access—as if the employee were using a phone in the main office)

How important is it to your business for customers to get to your employees in real-time when they call? How much would you pay per month per employee for the ability to have that employee provide clients one number? (e.g. get two more sales calls per week when all incoming call routes directly to their cell—so they catch it every time)

How important is it to your business for your employees to respond quickly to both voice and email when on the road? How much would you pay per month per employee for the ability to have your voice and email messages all in one inbox? (i.e. integrated with Microsoft Outlook)

How important is it to your business to monitor and report how quickly you are answering calls and contacts from customers? How much would you be willing to pay to get automatic reports showing total number of missed calls, received calls, etc.?

How important is the physical and professional appearance of your office as well as the impression your customers have of your use of technology? How much would you pay per month to enhance your brand with cutting edge communications capabilities, brand new phones for your offices, increased customer responsiveness & more efficient customer service?

Per employee	# of users	Total
\$ 50	5	\$ 250
\$ 50	5	\$ 250
\$ 50	5	\$ 250
\$		\$
\$		\$

Total savings per month \$ 825

Note: If you have multiple sites, networking them together can deliver even greater efficiencies and savings!

Total Savings Per Year \$ 9900
Total Savings Over Next 5 Years \$ 49500

Note: Calculation based on an 8.5% financing over a 48 month period. Dollar buy-back at the end of the term.

It's easy to calculate your savings

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Find out how much you can save with the IP Office ROI Tool. Go to avaya.com/ipofficeroi

The easy, fill-in-the-blanks calculator lets you enter the numbers for your business and see in an instant the savings that IP Office can provide to you.



About Avaya

Avaya enables businesses to achieve superior results by designing, building and managing their communications networks. Over one million businesses worldwide, including more than 90 percent of the FORTUNE 500®, rely on Avaya solutions and services to enhance value, improve productivity and gain competitive advantage.

Focused on enterprises large to small, Avaya is a world leader in secure and reliable IP telephony systems, communications software applications and full life-cycle services. Driving the convergence of voice and data communications with business applications – and distinguished by comprehensive worldwide services – Avaya helps customers leverage existing and new networks to unlock value and enhance business performance.



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