



# UCaaS Solution

Powered by AVAYA IP Office

**Westcon**  
A SYNEX Corporation Company



**AVAYA**  
*Engage* The Power of We™

## UCaaS Solution Powered by Avaya IP Office from Westcon

The number of hosted unified communications (UC) services available to businesses has exploded over the past few years. So why choose Westcon's offering, and why now? We took our time in selecting the best providers to build the solution this market needs and wants.

- Built for Resellers & Their Customers
- Built from the Ground up for Avaya IP Office
- Built to Scale with Resellers





## Are Cloud, Hosted and UCaaS Interchangeable Terms?

It's common for buzzwords to surface and lose their real meaning. "Cloud UC", "Hosted", and "Unified Communications as a Service" (UCaaS) are a few such terms whose definitions are blurring and blending. Although these services are known by many names, the thing they all have in common is that they offer an alternative to deploying UC in-house.





## Why Westcon for UCaaS?

Each and every component has been carefully selected by Westcon to provide high reliability and an enhanced customer experience. Our solution has been designed specifically to enable Avaya partners to maximize their profitability.

- We eliminate the expensive investments often required for platforms, tools, and services.
- We enable resellers to offer our certified Avaya Platform as a service under their brand name, including hosting telephony/UC licensing, and carrier services.
- We partner with TelAgility to provide all carrier services, including termination, origination, DID, E911, and LNP.
- We simplify billing and compliance.

## Reseller Requirements

Reseller requirements depend on the UCaaS Solution package you are interested in. Resellers interested in our UCaaS Solution – GoldSeal Package have only the following requirements:

- Reseller must be an Avaya partner and have a valid Avaya Link ID
- Reseller must obtain (2) Avaya SME APSS (sales) certifications
- Reseller must have an active Westcon account

Resellers interested in the UCaaS Solution – Co-delivery package have the following additional requirements:

- Reseller must obtain (1) Avaya IP Office AIPS (implementation) certification
- Reseller must have Service Desk capable of handling Day 2 Support responsibilities
- Reseller must be able to perform product installation tasks





## Shared Responsibilities

UCaaS Package	Reseller	Westcon	*Westcon Partner	Avaya
Reseller Co-Delivery	Sales LNP/E911 (Manual Process to start) Customer Tier 1/2 Support	Reseller Enablement Licensing	Carrier Services Hosting Billing Customer Collections	Teir 2/3 Support
GoldSeal	Sales LNP/E911 (Manual Process to start)	Reseller Enablement Licensing Customer Tier 1/2 Support	Carrier Services Hosting Billing Customer Collections	Teir 2/3 Support



## Avaya IP Office Per-Seat License Monthly Subscription Includes:

- Avaya IP Office Server Select 9.1
  - Server Edition Nodes (quantity 32 for 500v2's and Resilient Servers)
  - SIP trunks (quantity 250)
  - SoftConsole (max 10 receptionists)
  - VM ports (quantity 250)
  - Up to 2,500 stations
  - 5 SIP Endpoint licenses for conference phones and ancillary devices (door control, paging, etc)
- Single VMware instance for each customer for privacy and security
- 500 minutes of pooled local and long-distance calling included per seat (origination and termination)
- Unlimited call paths (trunks)
- 1 DID/E911 per customer – additional DIDs are available through the portal
- Reseller-defined pricing (MSRP provided)
- BYOB – customer-supplied Internet connectivity (AT&T options available through the portal)
- Advanced Monitoring with Nectar
- Customer billing and collection (credit card, EFT, and check)
- FCC compliance and remittance is taken care of so you don't have to worry about it
- Full access to a robust billing platform to quote and activate services.
- White label storefront and customer payment portal
- Fee simple (all billing and collection fees are included)





## Optional Add-Ons Include:

- Cloud FoIP (Fax over IP), Fax-to-PDF, and Email/MFP-to-Fax
- AT&T MPLS and managed Internet service
- Geo-located Resilient Servers
- Access to Billing platform for Reseller One Time Installation Fees & Reseller Recurring Items
- Call Accounting
- Office 365 connector
- Standalone VMs for third-party applications





## Professional Services

Westcon-Comstor Professional Services encompass site analysis, deployment and technical engineering services to expand partners' existing capabilities. Designed to complement your skill sets and capacity, these services provide access to high levels of expertise, enabling you to go to market with new products and solutions across new or multiple geographies in pursuit of maximized services revenues. We offer a complete set of services to deliver multi-vendor, multi-technology projects that help you prepare, deploy and configure business solutions tailored for your customers.

### Remote Professional Services for UCaaS Solution

- Utilizes the experience of GoldSeal Engineers
- Remote programming of all UCaaS Avaya IP Office sized environments
- Services include:
  - Customer interview and data gathering session
  - Loading customer data to meet system requirements
  - Support with circuit providers for proper configuration and trouble shooting
  - Testing inbound and outbound calling paths and user/hunt group operation
- Can be pair with Westcon Smart Hands to provide:
  - Onsite services to unbox, rack and place equipment for customer and plug in all necessary connections
- Fixed pricing based on the type and quantity of User Licenses selected







## What is GoldSeal?

Westcon-Comstor's GoldSeal Support for the UCaaS Solution for AVAYA IP Office is included in the GoldSeal Package available only through our partners and delivered as an extension of your support team or direct to the end user in a white-labeled environment. With a 100% customer satisfaction rating, GoldSeal Support helps ensure a consistent customer experience and maximum uptime. It also saves you by eliminating CapEx investments related to building, training and supporting offer requirements.

### **GoldSeal Support – UCaaS for Avaya IP Office**

- Remote technical support
- White labeled support direct to the End-User
- Escalation ownership to the Vendor
- Product Guidance by certified experts
- SPOC Basic MAC Assistance
- Nationwide support with 24/7 Emergency Response
- All new product or services funneled back to you

### **Reseller Benefits**

- Enablement without competition
- Improve customer support experience
- Valuable CapEx savings



**GoldSeal**



## GoldSeal Technical Support:

### GoldSeal Support Center Hours

- 24x7 Support (for P1-P2 Issues)
- Nationwide 9:00am-5:00pm Support M-F (P3-P4 Issues)

### Toll Free Telephone

- 877-446-5373, 877-4GOLDSEAL
- Enter your contact number

### Email

- Goldseal@Westcon.com





Level	Definition	Response Time	Expected Resolution Time
P1 = Critical	Product is down, critically effects end user production environment.	1 Hour	24 Hours
P2 = High	Product is impaired, end user production up, but impacted.	2 Hour	3 Business Days
P3 = Medium	A Product function has failed, end user production not affected. Vendor is aware of the issue and a workaround is available.	4 Hour	10 Business Days
P4 = Low	Non-critical issue, does not impact end user business. Feature, information, documentation, how-to and enhancement requests from the end user.	Next Business Day	Request Dependent

## Package #1 UCaaS Solution - GoldSeal Package

<p><b>\$29.90</b> per month</p>		<p><b>\$35.90</b> per month</p>	
<p><b>Hosted Telephony User</b></p>		<p><b>Hosted UC User</b></p>	
<ul style="list-style-type: none"> <li>• Avaya IPO Telephony User License</li> <li>• 500 Minutes US and Canada Calling</li> <li>• VMware Hosting</li> <li>• Unlimited Bandwidth</li> <li>• <b>GoldSeal Support Incl.</b></li> </ul>	<p>Make/Receive Calls, Park &amp; Page, Basic Call Logs, Call Forwarding, Call Transfer, Calling Line ID Delivery, Do Not Disturb, Intercept User, Last-Number Redial, Three-Way Calling, Voicemail, Voicemail-to-Email Notification, Selective Call Acceptance, Selective Call Rejection, Hot Desking, Mobile Twinning, Conference Bridge, and SoftConsole (max 10 for receptionists)</p>	<ul style="list-style-type: none"> <li>• Avaya IPO Telephony User License</li> <li>• 500 Minutes US and Canada Calling</li> <li>• VMware Hosting</li> <li>• Unlimited Bandwidth</li> <li>• <b>GoldSeal Support Incl.</b></li> </ul>	<p>All the features of Office Worker + Advanced Mobile Applications, PC and iPad Softphone, Video Calling, Instant Messaging and Presence, SFDC Plug-in, Outlook Plug-in, and Lync Plug-in</p>

## Package #2 UCaaS Solution - Reseller Co-Delivery Package

<p><b>\$29.90</b> per month</p>		<p><b>\$35.90</b> per month</p>	
<p><b>Hosted Telephony User</b></p>		<p><b>Hosted UC User</b></p>	
<ul style="list-style-type: none"> <li>• Avaya IPO Telephony User License</li> <li>• 500 Minutes US and Canada Calling</li> <li>• VMware Hosting</li> <li>• Unlimited Bandwidth</li> <li>• Reseller Co-Delivery Support requirement</li> </ul>	<p>Make/Receive Calls, Park &amp; Page, Basic Call Logs, Call Forwarding, Call Transfer, Calling Line ID Delivery, Do Not Disturb, Intercept User, Last-Number Redial, Three-Way Calling, Voicemail, Voicemail-to-Email Notification, Selective Call Acceptance, Selective Call Rejection, Hot Desking, Mobile Twinning, Conference Bridge, and SoftConsole (max 10 for receptionists)</p>	<ul style="list-style-type: none"> <li>• Avaya IPO Telephony User License</li> <li>• 500 Minutes US and Canada Calling</li> <li>• VMware Hosting</li> <li>• Unlimited Bandwidth</li> <li>• Reseller Co-Delivery Support requirement</li> </ul>	<p>All the features of Office Worker + Advanced Mobile Applications, PC and iPad Softphone, Video Calling, Instant Messaging and Presence, SFDC Plug-in, Outlook Plug-in, and Lync Plug-in</p>

\*Usage Overage and International billed monthly on a consumption basis

\*Each customer instance includes one e911/DID – additional available thru the portal

For more information about this offer please contact:

**Ezio Giancristofaro, Senior Product Manager**

905-582-2869

[ezio.giancristofaro@westcon.com](mailto:ezio.giancristofaro@westcon.com)

