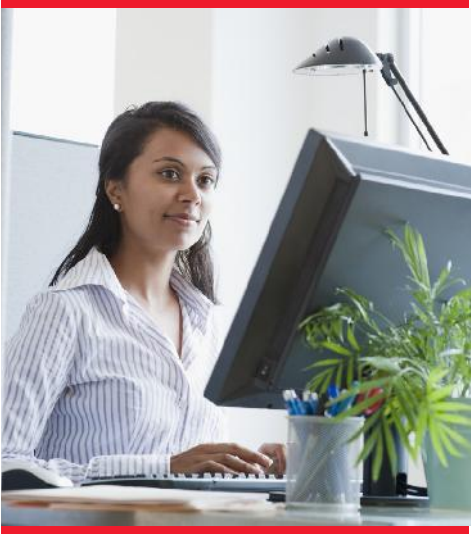
AVAYA

The Power of We™



Avaya VDI Communicator

Extend robust, reliable real-time Unified Communications capabilities to virtual desktop environments

Solution Overview

Virtual Desktop Infrastructure (VDI) solutions have been around for some time with initial deployments focused on virtualizing desktop operating systems and applications to reduce costs, enhance security, improve manageability, and simplify deployment for end users and IT departments. Enterprises are now looking to expand their VDI deployments to include Unified Communications and Collaboration. This empowers VDI users to reap the benefits of enhanced productivity, improved collaboration, and streamlined communications.

However, adding Unified Communications to VDI environments can introduce new challenges in the delivery of a quality communications experience, including the risk of overloading the servers supporting the virtual infrastructure. That's where Avaya VDI Communicator comes in! To address these issues, Avaya VDI Communicator extends Avaya Aura® voice and collaboration capabilities into these environments while addressing the inherent challenges of real-time communications.

The VDI Environment

In a VDI environment, a server in the data center hosts a virtual machine that runs software applications on behalf of each user. The processing and storage of data occurs in the data center with the VDI environment extending the user interface to each end user's location. The user is equipped with a thin client device that can replace the PC at the desktop and provides plug-in ports for the monitor, keyboard, mouse, headset and connectivity to the network. If Unified Communications are added into the mix, the VDI environment can also replace the desk phone. Users already equipped with a PC or laptop can also deploy VDI capabilities on their existing hardware.

VDI deployments started slowly a few years ago with the initial thrust to virtualize desktop operating systems and applications. It was subsequently extended by including voice and unified communications to eliminate the need for desk phones and further reduce the cost of provisioning and maintaining the end user environment. The simple answer was to deploy Voice over IP (VoIP) or Unified Communications soft clients as part of the VDI solution. It quickly became apparent, however, that adding real-time communications applications introduced new issues for VDI deployments.

Benefits

Performance

- Off loads processing of real time communications to thin client or PC and Avaya Aura Platform

Survivability

- Basic voice calling if connection to data center or virtual PC is down

Flexibility

- Works in various customer environments; choice of vendors within the VDI ecosystem

Software only

- No Avaya hardware required
- Desk phone is optional

Collaboration

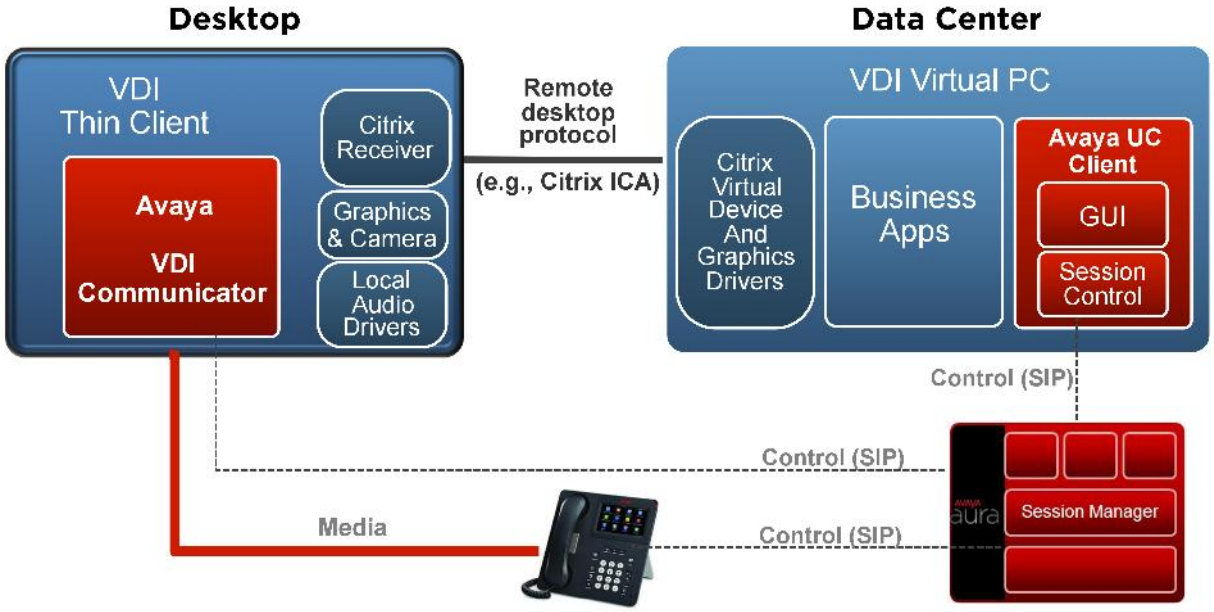
- Voice, IM/Presence, contacts/ directory, conferencing, messaging all centrally managed

First data center servers were not provisioned to handle real-time communications traffic, which forced customers to reduce the number of users on each server, resulting in increased data center hardware costs. Secondly, some solutions were highly proprietary, which reduced customer choice and potentially increased costs. Finally, if connectivity to the data center was lost, end users lost their ability to communicate — including the ability to contact IT to report that something was wrong.

The Avaya VDI Communicator solution addresses these issues with a differentiated set of capabilities. Avaya VDI Communicator separates the media traffic, such as voice communications, from the virtual desktop traffic so that media traffic no longer flows through the data center. As a result, the burden of real-time communications on data center servers is eliminated. Avaya also supports an open architecture, allowing customers to leverage the thin client solutions from providers like HP and Dell-Wyse in VDI deployments. Finally, since VDI Communicator de-couples the voice signaling and media traffic from the virtual desktop connection, end users can continue to make and receive calls even when connectivity to the data center is lost.

Features

Works with Avaya one-X® Communicator and Avaya Client Applications for Microsoft Lync running in a virtual hosted desktop environment	• Provides a complete Unified Communications solution that is familiar to existing users of the most widely used Avaya UC client.
Process all voice traffic local to the end-user	• Enables customers to scale VDI deployments and deliver a quality voice experience. Leverages existing QoS network facilities on the LAN and keeps voice traffic out of the virtual hosting data center network and servers.
Provides a “Session Down” User Interface	• Allows users to continue calls and make/receive calls even in the event that connectivity to the hosted desktop is lost or the virtual desktop becomes unavailable.
Supports Citrix XenDesktop, XenApp and VMware Horizon View VDI broker software	• Enables customer choice and supports the market leading VDI vendors.
Supports both re-purposed PCs and dedicated thin-clients	• Enables customer choice to select from market leading vendors, price points and feature sets.
VDI 2.0 Voice / UC Features	• Operating as a SIP client utilizing desk phone mode with Avaya one-X Communicator or VDI Mode with Avaya Client Applications for Microsoft Lync. Complete SIP UC Voice feature set of these clients available to VDI Communicator users • G.711 and G.729 codecs • QoS Tagging via DSCP and 802.1p packet marking • SRTP • Session Down User Interface – Used only when access to Citrix or VMware virtual desktop is not available. Provides dial pad / keypad to make calls and enter DTMF PIN / Passcodes. Provides answer/end call and mute/unmute capabilities



Avaya Real-Time Desktop Virtualization Architecture

Technical Specifications for VDI Communicator 2.0

Avaya Aura® Platform	• Avaya Aura Platform 6.2 FP4 including Session Manager 6.3.9 (SP9) or higher and Communication Manager 6.3.6 or higher
Avaya Client	• Avaya Client Applications for Microsoft Lync 6.3 or higher • Avaya one-X Communicator 6.2 SP2 or higher
VDI Broker Software	• Citrix XenDesktop 5.x, 7.5 • Citrix XenApp 6.x and 7.5 • VMware View 5.x, 6.0
Thin Clients	• Dell-Wyse R50L, D50D, Z50D, D90D7,D90D8 • HP T5565, T5740e, T510, T610, T620, T820 • Lenovo VXL F24-F8R7
Thin-Client Embedded Operating Systems	• HP ThinPro 4.x, 5.0 • Microsoft Windows Embedded Standard 7 (WES7), 8 (WES8) • Dell-Wyse SLEC11 SP1 and SP2
Re-Purposed PC Operating System	• Microsoft Windows 7 32/64 bit • Microsoft Windows 8.1 32/64 bit
USB Headsets (Audio only)	• Plantronics Blackwire C300, C400 and C600 series, Plantronics DA45/H-top and Voyager Legend, Plantronics Savi and Calisto Series • Jabra Pro 9470, Jabra Biz 2400 USB, Jabra UC Voice 750, Jabra GN2000 USB

Avaya VDI Communicator provides intelligent Unified Communications in a way that enhances the VDI user experience through reliable, quality communications while also helping to ensure that IT departments avoid unnecessary surprises. At Avaya, we refer to this as "The Power of We®".

Learn More

To learn more about Avaya VDI Communicator talk to your Avaya Account Manager or Authorized Partner. Also, visit us at **www.avaya.com**.

About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, networking and related services to companies of all sizes around the world. For more information please visit **www.avaya.com**.

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