



Xen.org

Xen.org Case Study

AVAYA

"Avaya is simplifying our product delivery and installation processes using the Avaya Aura™ System Platform, based on the open source Xen hypervisor."

Rick Block
Consulting Member
of Technical Staff,
Avaya

KEY BENEFITS

Cost Efficiency

Live Migration

Performance

Scalability

Open Source Access

Reliability

Avaya Virtualizes with Xen

Avaya™ (www.avaya.com) is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness.

The Challenge: Simplify application delivery with Xen

Customers purchasing applications from Avaya demand high performance and up to five nines (99.999%) product availability in their complex communication solutions. These requirements are meeting the new realities of green computing and reduced IT budgets as corporations look to obtain more value for their IT dollar. Avaya is meeting these new challenges head on by leveraging the open source Xen virtualization platform in their new Avaya Aura™ System Platform solution.

"The open source Xen hypervisor is stable enough and performs well enough to be the basis of our Avaya Aura System Platform," said Rick Block, Consulting Member of Technical Staff. "We're using virtualization to reduce our server footprint and dramatically simplify our application deployment, management, and support. Our customers can now run multiple Avaya applications on one server while still meeting our real-time performance and availability requirements."

Having the source code available from the Xen.org community, Avaya was able to customize a new management console for their customers to dramatically improve application installation, support, etc.

Features and Benefits of Avaya Aura

Xen virtualization allows Avaya to deliver the following features and benefits within Avaya Aura™ System Platform:

Improve business agility

SIP architecture with centralized management and control gives businesses agility to take advantage of new capabilities, deploy new applications, and deliver new levels of customer service.

Reduce costs

Avaya Aura Midsize solution for Enterprises can save customers 75% on hardware, power and cooling costs compared with traditional deployments. Avaya Aura allows customers to use the corporate network to handle traffic and reduce PSTN usage with a single enterprise-wide dial plan and intelligent routing policies. Save money by consolidating trunks. Reduce administrative costs with simpler management and infrastructure.

Increase productivity

Avaya Aura makes it easy to deploy services to users as needed, independent of location or network connection. Employees get unified communications tools to work effectively in a fraction of the time.

Improve customer service

Empower workers with improved access to the services, information, and experts they need to provide superior customer service with call center capabilities across the enterprise.

Learn more about the Avaya Aura solution at:

<http://www.avaya.com/usa/product/avaya-aura>

Joining the Open Source Xen Hypervisor Project

An additional benefit for Avaya is the opportunity to influence the development of the Xen hypervisor by not only using the solution but also developing software for the project. Having Avaya's communication expertise contributed to the Xen.org community expands the capabilities of the Xen hypervisor.

About Xen.org. *Xen.org is the home of the open source Xen® hypervisor, a fast, secure industry standard code base for operating system virtualization. Founded and led by Ian Pratt the community benefits from the hundreds of contributors from leading hardware, software, and security vendors. Xen.org is guided by the Xen Advisory Board, which is drawn from key contributors to the project. For more information, visit www.xen.org.*