FACT SHEET

Avaya Aura

Avaya Aura® is Avaya's flagship communications platform designed to unify communication across the enterprise. Avaya Aura delivers a secure, scalable, and flexible communications foundation that supports digital transformation, hybrid work, and operational efficiency. It protects existing infrastructure investments while enabling seamless integration with modern collaboration tools and cloud services. With flexible deployment options—on-premises, private cloud, or hybrid—Avaya Aura empowers enterprises to modernize at their own pace while preserving existing investments.

Avaya Aura's Approach to Modernization

What's New - Avaya Aura maintains a roadmap for development and improvement, including enhanced security, compliance, and reliability, as well as support for integration with Avaya Infinity. To leverage these enhancements and maximize your investment, consider upgrading to the latest release of Avaya Aura.

Recent Enhancements

- Enhanced integration with Microsoft Teams and Zoom for hybrid collaboration
- Improved geo-redundancy and failover capabilities
- Expanded analytics and reporting tools
- Updated Avaya Workplace clients for desktop and mobile
- Enhanced security and compliance features

Centralized Management

Avaya Aura System Manager simplifies the day-to-day complexity of managing a global infrastructure in one central, browser-based experience. It provides a single, centralized location for user administration across Communication Manager and Session Manager

Hybrid Infrastructure

Beyond integration with Microsoft Teams for collaboration, Avaya Aura integrates with third-party APIs and cloud-based applications to deliver new experiences for customers and employees. Protect your initial investment while adding and expanding for the future.

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Avaya Aura Advantages	
Enterprise Scale	The Aura platform supports up to 300,000 users and 1 million devices and scales up to 250,000 endpoints across 28 Session Manager instances.
Administrative Efficiency	Enable effective traffic and PSTN usage handling with a single enterprise-wide dial plan and intelligent routing policies. Simplify management and infrastructure, reducing administrative costs.
Hybrid Workforce Reliability	Employees can use Avaya Aura services from anywhere. VPN-less access ensures productive work across locations.
Open Ecosystem Integration	You can easily integrate the Avaya Aura® solution with popular CRM, collaboration, and WFM platforms such as Salesforce, Microsoft Teams, and Verint, respectively.
Accelerate Deployment with SIP Architecture	SIP architecture with centralized management allows for rapid deployment of new applications and lets you leverage new networking capabilities.

Deployment Flexibility

Avaya Aura® applications support flexible deployment options tailored to customer needs.

- **Virtualized Environment:** Deploy applications on Avaya Solutions Platform (ASP) 130 or S8300 (using KVM on RHEL R8.10), or on your own VMware infrastructure.
- **Software-only Environment:** Use your own server/VM and the Red Hat Enterprise Linux® Operating System. Avaya Aura supports Amazon Web Services Cloud and Hypervisors like ESXi, KVM and Nutanix. This environment supports installation and customization of the OS and the use of Avaya approved third-party applications (anti-virus, backup, monitoring).

End User and Collaboration Tools

- **Avaya Workplace Client:** Work together through voice, integrated video, and rich presence services. Workplace Client allows secure remote access so employees can stay connected from anywhere.
- **Avaya Meetings Server:** A single platform for scalable audio, video, and web conferencing. It supports WebRTC for easy conference participation by guests using a web browser with zero download. The solution scales for large enterprises, allowing up to 150,000 registered users.
- **Extension to Cellular (EC500):** When active, a call to the office phone extension alerts four outside phones simultaneously.

Security, High Availability, and Survivability

Avaya Aura employs a robust strategy to ensure resilience and security.

- **Avaya Session Border Controller:** The Avaya Session Border Controller for Enterprise provides security, interoperability, and advanced call control. It acts as a secure gateway at the network border, protecting SIP-based UC networks from security threats while simplifying the integration of SIP trunks and enabling features like high availability and scale.

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Support Resources

PCN and PSN Notifications: Sign up for Product Change Notices (PCN) and Product Support Notices (PSN) to receive alerts regarding software updates, known problems, and workarounds.

For the most current documentation, product notices, knowledge articles, downloads, and the ability to create service requests, visit **https://support.avaya.com.**

- **Session Manager:** protects UC applications and servers from network, transport, and SIP Denial of Service (DoS) attacks.
- **Secure Communications:** Transport Layer Security (TLS) is used to secure communication channels . Media encryption via SRTP (Secure Real-time Transport Protocol) ensures privacy for the voice stream.
- **Trust Management:** System Manager's Trust Management Service is responsible for the lifecycle management of identity certificates and the centralized management of Trusted Certificates, integral for establishing TLS sessions.
- **High Availability:** Communication Manager achieves high reliability through server redundancy using duplicated servers running in an active/standby mode. Server interchange (failover) can be connection preserving for duplex servers and branch gateways during upgrades or migrations.
- **Survivability:** Avaya Aura provides comprehensive survivability options, including Communication Manager's Survivable Core and Survivable Remote for server and branch redundancy, and Session Manager's simultaneous SIP registration for automatic failover. Additionally, Branch Gateways offer Standard Local Survivability (SLS), a firmware-resident engine providing basic telephony if Communication Manager is unreachable.

What's Next for Your Avaya Aura Deployment?

Contact your Avaya account representative to schedule a renewal review, explore upgrade options, or learn how to integrate Aura with your collaboration tools.

About Avaya

Avaya is a global enterprise software leader that helps the world's largest organizations and government agencies forge unbreakable customer connections. Our CX platform is built to unify fragmented experiences, equipping enterprises to evolve their contact centers into connection centers and strengthen relationships that create business value. Learn more at **www.avaya.com**.

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