



## Avaya at a Glance

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### ABOUT AVAYA

Avaya delivers intelligent communications solutions that help companies transform their businesses to achieve marketplace advantage. More than 1 million enterprises small to large worldwide, including nearly 90 percent of the FORTUNE 500®, use Avaya solutions for unified communications and contact centers. Avaya Global Services provides comprehensive service and support for small to large enterprises.

Avaya's unique combination of communications applications, software and services helps companies simplify complex communications and integrate with technologies from other vendors, enabling customers to unlock value and potential from their network. By embedding communications into the business processes of an enterprise, Avaya helps improve the way organizations work – making people more productive, processes more intelligent and customers more satisfied.

Avaya focuses on these major businesses:

### Unified Communications

Avaya's unified communications solutions help companies increase employee productivity, improve customer service and reduce costs by integrating multiple forms of communications, including telephony, e-mail, instant messaging and video. With Avaya unified communications, customers can communicate effectively regardless of location or device.

Avaya's open, standards-based UC software and hardware are widely recognized as the most reliable, secure and comprehensive offerings in the industry.

### Contact Centers

Avaya is the global leader in the contact center market. Avaya offers highly reliable, scalable communications solutions that improve customer service and help companies compete more effectively.

Avaya's contact center solutions include intelligent routing, self-service and proactive contact applications that drive effective communications and transactions with customers. In addition, Avaya's analytics and reporting platform, Avaya IQ, provides companies with detailed customer information that improves profitability and customer retention.

### Avaya Global Services

Avaya Global Services evaluates, designs, implements and manages enterprise communications networks for superior business results. Avaya's consulting and implementation services are backed by approximately 8,000 employees worldwide; 28 network operations and technical support centers; and unique, patented design and management tools.

### Integrated Office Communications

Avaya's Integrated Office Communications unit is focused on enterprises with up to 250 employees. Its flagship product, IP Office, is a complete solution for telephony, messaging, networking, conferencing and customer management designed for the requirements of small and medium enterprises. The products and services are sold primarily through Avaya's global channel partners.

### KEY AVAYA FACTS

- Avaya employs approximately 17,500 people worldwide, including 2,500 research and development professionals.
- Avaya has approximately 4,400 patents or patents pending.
- Avaya has more than 3,400 channel partners worldwide, including system integrators, service providers, value-added resellers and business partners that provide sales and service support.

Avaya consistently is recognized as a global leader by industry and technology experts and has achieved worldwide leadership positions in the following:

- No. 1 in Worldwide Enterprise Telephony<sup>1</sup>
- No. 1 in Worldwide IP Telephony<sup>2</sup>
- No. 1 in Worldwide Contact Center, 2006<sup>3</sup>
- No. 1 in Worldwide Unified Messaging<sup>4</sup>
- No. 1 in Worldwide Audio Conferencing<sup>5</sup>
- No. 1 in U.S. CPE Maintenance Services<sup>6</sup>

Additionally, Gartner places Avaya in the Leaders Quadrant based on its completeness of vision and ability to execute:

- Leaders Quadrant in Gartner Magic Quadrant for Corporate Telephony, Worldwide, 2008<sup>7</sup>
- Leaders Quadrant in Gartner Magic Quadrant for Contact Center Infrastructure, Worldwide, 2008<sup>8</sup>

**Sources:** <sup>1</sup>Dell'Oro Group, IP Telephony Enterprise Report, 4Q07, February, 2008; <sup>2</sup>Synergy Research Group, Q4 2007 Enterprise Voice Market Shares - Worldwide, February, 2008; <sup>3</sup>Gartner Inc., Market Share, Contact Center: Worldwide, 2007, Drew Kraus, June, 2008; <sup>4</sup>IntelliCom Analytics, Market Performance Dashboard, First Quarter 2008 Global Report; <sup>5</sup>Frost & Sullivan, World Audio Conference Bridge Market, September, 2008; <sup>6</sup>InfoTech, InfoTrack for Enterprise Services: Annual Services Report - 2007, January, 2008; <sup>7</sup>Gartner Magic Quadrant for Corporate Telephony, Worldwide, 2008, August, 2008; <sup>8</sup>Gartner Magic Quadrant for Contact Center Infrastructure, Worldwide, 2008, November, 2008.

*The Magic Quadrant is copyrighted 2007 by Gartner, Inc. and is reused with permission. The Magic Quadrant is a graphical representation of a marketplace at and for a specific time period. It depicts Gartner's analysis of how certain vendors measure against criteria for that marketplace, as defined by Gartner. Gartner does not endorse any vendor, product or service depicted in the Magic Quadrant, and does not advise technology users to select only those vendors placed in the "Leaders" quadrant. The Magic Quadrant is intended solely as a research tool, and is not meant to be a specific guide to action. Gartner disclaims all warranties, express or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.*

## SENIOR LEADERSHIP

Charles Giancarlo, President & Chief Executive Officer

Todd Abbott, Senior Vice President, Sales & President, Field Operations

Jocelyne Attal, Chief Marketing Officer

Geoffrey Baird, Vice President & General Manager, Integrated Office Communications

Alan Baratz, Senior Vice President & President, Global Communications Solutions

Matthew Booher, Vice President & Treasurer

Lorie Buckingham, Chief Information Officer & Senior Vice President

Jeremy Butt, Vice President, Worldwide Channels

Jim Chirico, Senior Vice President & President, Operations

Pamela Craven, Chief Administrative Officer

Chris Formant, Senior Vice President & President, Global Services

Michael Frendo, Vice President & General Manager, Unified Communications Solutions

Roger Gaston, Senior Vice President, Human Resources

Bob Lyons, Vice President & General Manager, Contact Center Solutions

Thomas Manley, Chief Financial Officer

Karyn Mashima, Senior Vice President, Strategy & Technology