Support Services

Separating Fact from Fiction

At Avaya, we take pride in delivering world class customer service. Our support services capabilities have been recognized by some of the most prestigious organizations and professionals in the business, some of which is based on actual customer satisfaction ratings.

In response to recent advertising by companies that sell UNAUTHORIZED support services for Avaya solutions, we’d like to present you with some facts about Avaya Global Support Services.

What you should know about Unauthorized Maintenance Providers

Companies selling unauthorized support services for Avaya solutions are not certified by Avaya and may put the operation of your Avaya systems at risk. These Unauthorized Maintenance Providers:

• WILL NOT be supported by Avaya, even on a time and materials basis. If a customer has coverage from a support services provider not authorized by Avaya, Avaya will not provide the support services provider with any support services.
• DO NOT themselves have direct access or entitlements from Avaya to software patches or updates.
• DO NOT provide support using Avaya’s award winning EXPERT Systems™ diagnostic and resolution platform, so they may have built their own platform and rely heavily on human intervention by technicians who may not be current on their training or be certified on the product that needs service.
• DO NOT in many cases have their own technicians who can be deployed onsite. They use a network of vendors with uncertain credentials to deliver service onsite.
• DO NOT have access to ongoing manufacturer certification training in order to support Avaya systems.
• DO NOT provide customers with the same comprehensive, credentialed and technologically advanced level of support as is available from Avaya or its Business Partners.
• DO NOT have similar emergency response capabilities that can rescue a customer from a catastrophic outage, even when the cause of the outage is unrelated to Avaya hardware or software.
• DO NOT have the training necessary to provide you with guidance on product integration, additional value added applications for your business, or knowledge of product upgrade capabilities.
• DO NOT have access to Avaya training for their engineers, diagnostic tools and methodologies (like EXPERT Systems™, HealthCheck, Avaya Knowledge Management and Avaya Diagnostic Methodology).
• DO NOT have access to Avaya certified replacement parts. You can be confident that parts received from Avaya or one of our certified partners are authentic – not from the gray market. Avaya offers no manufacturer warranty or support for gray market components. Most of these products have been tampered with or are outdated and present a significant risk to your network – and your business.

Don’t be fooled by fiction

The chart below lists some examples of typical statements made by Unauthorized Maintenance Providers and the corresponding facts about Avaya Global Support Services.
## The Unauthorized Maintenance Provider Fiction

Unauthorized Maintenance Providers claim that they have direct access to Tier 3 Avaya Engineers.

Unauthorized Maintenance Providers claim to provide 20-50% savings vs. Avaya and Avaya partners for the same or better service.

Unauthorized Maintenance Providers try to frighten customers with dire warnings about service support being discontinued by Avaya and that they have no “end of life” or “end of support” on any system regardless of age.

## The Avaya Facts

Unauthorized Maintenance Providers do NOT have access to Avaya intellectual property, software patches, diagnostic tools (e.g., Expert Systems™), ongoing training, or any tier of Avaya engineers.

Ask for proof of certification of training. Avaya’s Tier 3 engineers are accessible only to customers and Authorized Business Partners and only if they have an appropriate support contract and credentials, and the Authorized Business Partner has up to date support services certifications.

There is no Tier 3 certification program. “Avaya Tier 3 engineers” is an Avaya job classification that describes engineers who are comprehensively trained through an internal ongoing program specialized for their job description. If these employees leave Avaya, they are no longer “Avaya” Tier 3 engineers and their training will no longer be kept up to date and they will not have access to the advanced diagnostics, tools, processes and capabilities which differentiate Avaya support.

Ask for an apples to apples comparison. With Avaya support services, you receive world-class customer service (as recognized by Northface Scoreboard Award), which is particularly meaningful since it is based on actual customer satisfaction ratings.

Avaya is ISO9001 certified for design, development, sales, delivery, implementation and service of communication solutions.

Avaya’s proactive, preventative monitoring of system performance and the ability to quickly find and fix problems help keep your communications running optimally. Remote diagnostics and resolutions help us repair potential problems quickly, saving time and reducing the risk of an outage. Our services focus on three areas: proactive problem prevention, rapid issue resolution and continual solution optimization. By addressing these areas, we help you make effective use of your time and communications resources in alignment with your organization’s strategic objectives.

Avaya provides sophisticated remote diagnostics to help detect situations that could lead to application, system or network outages. The Avaya Diagnostic Server with SLA Mon™ technology gives our clients early warning signs to help them take preventive actions to maximize system performance. With our patented Avaya EXPERT Systems™, Avaya is notified within 90 seconds of receiving an alarm generated from an Avaya platform and begins immediate problem diagnosis and resolution. Avaya is able to handle 99 percent of raised alarms without human intervention, saving both time and expense. Price is not the only thing that matters when you decide who is going to support you when you most need it.

Avaya’s lifecycle policy is designed to protect our customers’ investment and support their mission-critical networks. Even after our products move from End of Manufacturer support to Extended Service Support, Avaya provides full Tier 3 level support and parts replacement for years to come. This includes:

- Technical support/troubleshooting
- Application of already available bug fixes (Patches, Service Packs, or Feature Packs)
- Replacement or repair of system and/or components per Avaya support