



OVERVIEW

# Avaya Global Services

## Support and Managed Services



Today's advanced communications technologies and applications offer your organization great opportunities to conduct business in new ways. By embedding communications applications in your business processes, you can literally transform the way your organization operates by allowing your people to be more productive, providing your customers with exceptional service and gaining operational efficiencies that you never dreamed possible.

Avaya Global Services can help your organization take full advantage of these powerful, intelligent applications and technologies. Our expert consultants and experienced engineers provide Avaya customers worldwide with intelligent services that enable and drive business change – and we can do the same for you. From initial planning and design to seamless implementation, integration and ongoing support and management, we offer your organization a lifecycle continuum of consultation and care.

Avaya Support and Managed Services is an important part of this continuum — a comprehensive portfolio of services that range from standard software support to customized management of complex environments. These flexible services give you the “building blocks” of support and management when and where you need them, easily adapting to your organization's evolving requirements.

With your voice communications running on your organization's data network, you may find that your existing network performance monitoring tools are not adequate to help you achieve the necessary stringent standards for network reliability and performance. Avaya can help. Combine Avaya software support with the necessary

management tools embedded in Avaya applications for use by your experienced IT staff, or, if your team needs support, you can build-in additional Avaya expertise via our modular, value-added services to provide critical monitoring and management coverage.

Avaya Support and Managed Services provides you with access to unique and powerful resources, such as over 7,000 experienced Avaya consultants and certified engineers around the world, the Avaya patented set of EXPERT Systems<sup>SM</sup> and Enterprise Services Platform<sup>SM</sup> Diagnostic Tools. These tools, along with our experienced Avaya engineers, provide proactive monitoring with remote trouble resolution of alarms 99 percent of the time. We

also provide, at no cost to organizations with Avaya support contracts, the entire Avaya database of over 60,000 diagnostic and troubleshooting articles available 24 hours per day in our InSite Knowledge Management application.

Avaya Support and Managed Services also provides you with the peace of mind that comes from knowing that your organization's communications continuity and optimal performance levels are attained.

Let's examine how Avaya Support and Managed Services can benefit you and your organization. The following summarizes the services for foundational support, proactive monitoring, standard solution management and custom management, and how they can be "layered" to create and continue to build value.

## Avaya Foundational Support Services Enable Communications Continuity

Advanced software and hardware support services deliver the foundational support for your organization's daily communications continuity needs. Yesterday, minimal outages were tolerable; today, no outage is minimal.

Avaya offers two options in software support: Software Support and Software Support Plus Upgrades. Software Support provides your organization with 24x7 trouble support, diagnosis and resolution for major outages, helping to achieve highly reliable communications for your workers and your customers. With Software Support, you have access to online ticketing, documentation and self-service tools, like InSite Knowledge Management, and HealthCheck, which allows you to run your own diagnostic scans to identify configuration faults that could cause trouble down the road.

*"Both InSite Knowledge Management and HealthCheck have saved me a great amount of time. I really like the way HealthCheck links to InSite and its technical articles. I'm especially impressed with HealthCheck because it provides me with recommendations and the associated back-up information. It is unbelievable that these tools are provided to me at no additional cost as part of my Avaya maintenance contract. I would have been more than willing to pay for them."*

*Dennis Garraty, Information Systems Analyst,  
Marion County*

**Software Support Plus Upgrades (SSU)** provides Software Support plus automatic access to all major software updates and a three-year subscription to all major software upgrades. Innovation today runs at a furious pace, and keeping up with the latest advancements in communications technology can help your organization keep a competitive edge. Avaya SSU enables you to quickly take advantage of these latest innovations without obtaining approval for additional capital expenditures. It helps

you avoid the uncertainty and concerns of budgeting for major software releases as they become available each time you want to future-proof your Avaya communications applications for tangible business benefits. This option also provides you an attractive total-cost-of-ownership since it bundles together ongoing software support with automatic software upgrades and allows you to lock-in at today's prices for investments in a future, unpredictable economic environment.

**Hardware Maintenance** provides 24x7 proactive and preventive alarming, delivering remote trouble resolution of these alarms 99 percent of the time. This is provided via the power of Avaya EXPERT Systems<sup>SM</sup> Diagnostic Tools, the world-class remote monitoring and management platform built on 20 years of artificial intelligence, coupled with, when needed, skilled Avaya engineers and technicians who provide further remote analysis and support. With a number of hardware maintenance support options, you can choose the one that best fits your needs.

## Avaya Proactive Monitoring Services Resolve Troubles Quickly

With the foundation of Software Support or Software Support Plus Upgrades and Hardware Maintenance, you can choose from a number of enhanced services based on platforms and tools specifically designed to provide the best visibility into complex IP telephony environments.

*"After analyzing data from monitored and non-monitored systems [January through June 2008], we found that systems experiencing major problems had 74 percent fewer outages when monitored remotely by Avaya."*

*Jim Landwehr, Director,  
Data Analysis Research Department,  
Avaya Labs*

**Proactive IP Support** represents a significant advancement in Avaya's ability to support your communications, because it monitors both your voice and data networks to provide the best diagnostic and resolution capabilities.

At its heart, Proactive IP Support is a Simple Network Management Protocol (SNMP) and an intelligent agent network management architecture that enables Avaya to monitor your Avaya IP telephony platforms and multi-vendor data networks. This monitoring provides a real-time and holistic view of your networks' health, so that issues can be identified, isolated and resolved more rapidly.

## Avaya Standard Management Services Gain Management Efficiencies

The following section describes some of the most commonly used enhanced services offered by Avaya Global Services. These offers can provide significant value if you are looking to

out-task some management aspects of your communications environment to save costs by leveraging the Avaya global infrastructure and tools, and/or optimize the performance of your communications applications.

**Remote Managed Services for IP Telephony** builds on Proactive IP Support to provide fault management and performance monitoring for quality of services issues, such as latency, jitter and loss. With this service, Avaya engineers monitor performance indicators, report on results, and provide you with recommendations on how to optimize your communications network. The “premium” option gives your organization an extra layer of support: full management of your data environments that are carrying the IP telephony traffic.

In addition, as optional services, Avaya can provide **Move, Add, Change** activity for your Avaya communications platforms. In addition, Avaya can act as your agent to service providers when there are issues pertaining to your voice carrier’s network.

**Avaya Software Release Management** provides a service for the identification and implementation of service packs and product update notices. Product update notices include product correction notices (PCNs), software updates, and firmware updates. Organizations today are challenged when supporting increasingly complex environments with multiple types of devices, operating systems, software releases and applications. Scheduling updates using manual processes, and predicting if the update will affect other related products and applications takes time and can be a source of frustration and added expense. Software Release Management provides you with an alternative: Avaya manages the identification, risk assessment, schedule and implementation for the updates. This can be particularly valuable if your communications environment is comprised of multiple locations and/or numerous applications, saving your team valuable time to work on other critical business needs.

**Remote Backup Administration** provides you with remote systems software backup as a supplement to your existing backup routines. This service is ideal for your organization to assure emergency preparedness and/or to efficiently and quickly support any moves, adds and changes.

**Help Desk** provides your employees with help-desk support associated with any communications issue. Whether an organization needs to supplement its current help-desk operations or wants to outsource this day-to-day function, this service is ideal for helping employees be more productive through the use of communications applications.

## Avaya Custom Managed Services Optimize Communications Performance

Avaya also offers multiple types of **Custom Managed Services** that provide you with customized support for your

organization’s unique requirements. This service is well suited for organizations with complex communications environments or those with strict “uptime” or Service Level Agreement-based requirements.

With Avaya Custom Managed Services, you can receive global governance and management of your organization’s end-to-end communications network along with proactive and ongoing consultation. Our on-site, dedicated technicians provide ongoing management activities such as coordinating with other vendors for trouble resolution. Custom help-desk operations, billing and reporting are also available to address your organization’s specific needs.

Avaya consultants and engineers can conduct visioning and strategy sessions with you and your team to uncover new and relevant communications technologies that can truly benefit your business, or make the best use of your current communications applications for optimized impact. For an in-depth financial view of your communications investment, Avaya consultants can provide ongoing total-cost-of ownership and return-on-investment analysis.

*“All of our customers have invested heavily in communications as a strategic asset for their businesses. It’s not a surprise that they want to fully optimize the performance of these communications assets to achieve specific benefits for their businesses. We understand this and work with customers to translate their visions into measurable returns on their investments.”*

*Dale Mitchell,  
Director, North America Services  
Account Relationship Management*

## Avaya Global Services Delivery Team Investing for Continued Excellence

With a heritage of 120+ years in voice technology and 30 years of managed services experience, Avaya continues to invest heavily in its portfolio of support and managed services and its Global Services delivery team. Located in 28 support centers around the world and operating in 16 languages, this team provides 24x7 support in 93 countries. These regional professionals are internationally acknowledged experts, many with advanced, industry-recognized certifications, and all with a deep and broad knowledge of the Avaya communications solutions they support. Based on your organization’s requirements, our experts can schedule on-site support of complex implementations or can be dispatched for trouble resolution. You benefit knowing that an Avaya services professional is on the job, working to support your organization’s complex needs.

*“Our Avaya Global Services Delivery team supports approximately 20 million ports (many of them multi-vendor), 140,000 multi-vendor routers, switches and servers, and nearly four million voicemail boxes; and yet, our focus is to treat each customer as if they are the only one.”*

*Mary Ann Littler, Vice President,  
Global Service Desk and Command Center,  
Avaya Global Services Delivery*

## Team with Avaya Global Services

Organizations place their trust and confidence in Avaya more than any other services provider. Avaya is the worldwide market leader in software support and hardware maintenance services. And, our growth in professional and support services is outpacing the growth rate of these markets in the industry.

By teaming with Avaya for your communications support and management needs, you are:

- partnering with the recognized services market leader,
- taking advantage of Avaya's deep investments in its expansive support and managed services infrastructure, and
- making the most of your communications investments for the benefit of your organization, your people and your customers.

For more information about Avaya Support and Managed Services, visit us at [www.avaya.com](http://www.avaya.com) or contact your Avaya Client Executive.

## Century Furniture

Since 1948, Century Furniture has been a premiere manufacturer of fine quality furniture. With 24 locations throughout the U.S., Century's small telecommunications staff of just two is kept extremely busy. Over the past years, Century has aggressively replaced its legacy systems with Avaya IP telephony communications platforms and has more sites yet to upgrade. With no plans to add staff, Century had to find a way to maximize productivity.

Century relies on Avaya Global Services for its foundational software and hardware support and proactive monitoring services. All Century locations are covered by the Avaya Hardware Maintenance Service [24x7 remote option] and Avaya's EXPERT Systems<sup>SM</sup> Diagnostic Tools that identify and fix minor issues, often before anyone at Century knows the issues exist.

Avaya Proactive IP Support Service provides Century with added value: upgrade/update management, a single point of accountability for troubleshooting and maintaining its IP communications issues, and an expert in its corner through the complex course of IP upgrades. Avaya Software Release Management helps Century manage the identification, risk assessment, schedule and implementation of updates. If there are errors that impact its voice or data networks, Century receives an Avaya ticket advising where the errors occurred. "Both our telecommunications and the IT departments have years of experience," says Teenya Gantt, telecommunications manager, "but sometimes we don't have the cross-discipline technical depth to resolve an issue, especially with IP."

When asked what she would tell anyone considering Avaya Global Services, Gantt responds: "I would tell others: do it, do it, do it! We have better service and the most up-to-date software and technologies at our disposal. Knowing that someone is watching our network gives us a sense of security we didn't have before."

## About Avaya

Avaya delivers Intelligent Communications solutions that help companies transform their businesses to achieve market-place advantage. More than 1 million businesses worldwide, including more than 90 percent of the FORTUNE 500®, use Avaya solutions for IP Telephony,

Unified Communications, Contact Centers and Communications Enabled Business Processes. Avaya Global Services provides comprehensive service and support for companies, small to large. For more information visit the Avaya Web site: <http://www.avaya.com>.

**AVAYA**

INTELLIGENT COMMUNICATIONS

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