

Avaya Operations Services

With today's economic pressures and shrinking budgets, organizations are challenged to do more with less.

To remain competitive, organizations must optimize their communications applications while protecting their investments. They must also keep these applications running on resilient communications networks. Yet, managing these powerful networks and applications can drive up their total cost of ownership when they seek to grow revenue, market share and profits.

Avaya Operations Services in conjunction with our partners give you comprehensive business solutions that address these challenges and deliver meaningful business results.

Our services provide critical operational support through our team of experts, proven processes and powerful tools. We free you to focus on your priorities and give you the peace-of-mind knowing that we are supporting your strategic communications assets.



Going Beyond

Avaya Operations Services utilize the strength of our partner organizations to deliver our comprehensive portfolio of operations services. Our services are an extension of your team – not a replacement or outsourced arrangement. They go beyond traditional managed services

to include caring for every operational aspect of your communications environment. We can co-manage your critical operations or perform the most mundane tasks, allowing your team to attend to top business priorities. You maintain control and continue to make the strategic decisions that affect your organization while using our resources for day-to-day operations.

You gain an adaptable support model, giving you the freedom to quickly adopt new technologies without the associated time delays and costs.

Operations Services can support and manage your entire communications environment – voice, data, and/or converged networks – consisting of Avaya and other providers’ systems and software. This multi-vendor approach makes Avaya uniquely qualified to manage your diverse communications networks now and in the future.

Operations Services are based on the IT Infrastructure Library® (ITIL) standards-based management platform, including incident management, problem management and change management. ITIL is the industry’s leading framework for guiding organizations in best-practices services support and delivery. By using ITIL processes, Operations Services provide you with high-quality and consistent delivery of

IT services management worldwide.

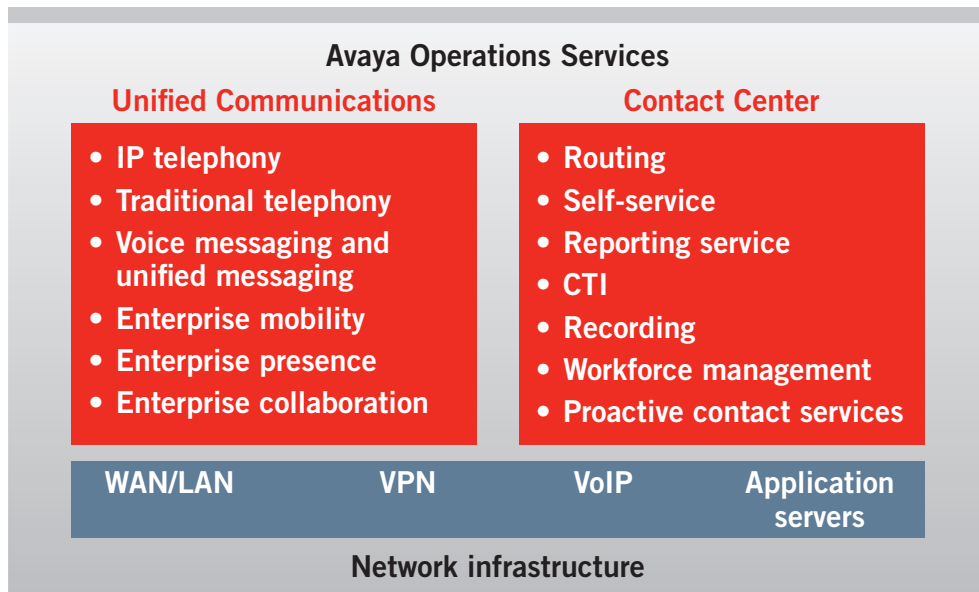
Monitor, Operate, Optimize

Our portfolio consists of services that monitor, notify and resolve incidents, operate your systems, and optimize performance levels for your communications and computing environments.

- Unified communications applications for streamlined yet powerful communications infrastructures and applications. Our operations services can help you reduce overall communications costs while improving worker collaboration and productivity.
- Contact center applications where operations services help you deliver superior service to customers, increase the productivity of your agents and control the costs of your critical customer-service function.

FAST FACTS

- **Global expertise.** Avaya provides worldwide expertise and a best-in-breed approach to building the Avaya network management system for managing your strategic communications assets and executing your operational strategies.
- **ITIL standards.** Operations Services use ITIL standards-based management and proven best practices to deliver reliable, repeatable and performance-based management services for the benefit of your operations.
- **Retain control.** Operations Services offer you flexible options, allowing you to tap into Avaya expertise and resources while retaining complete control of your network operations.
- **Multi-vendor approach.** Operations Services can manage your entire communications environment consisting of multiple vendors’ systems, servers, applications and more.



The comprehensive portfolio of Operations Services cares for your network infrastructure and applications.

- Enterprise networks – WAN, LAN, and VPN – as well as VoIP and enterprise telephony by monitoring, resolving issues, managing vendors and operating your networks at optimal performance levels. Our operations services help you get the most from your communications investments.

For **unified communications** applications, Avaya manages your core telephony, unified messaging, presence and collaboration applications that may include Avaya and other vendors' systems and software. Based on your business priorities, our experts plan, design and integrate new applications running on your current networks. Our professionals work to proactively monitor, troubleshoot and resolve issues; they can also upgrade and optimize your

communications infrastructure – routers, systems, application servers – and software applications – voice mail, e-mail, conferencing, and mobility – for improved information flow, worker collaboration and responsiveness to customers.

Our operations services give you access to expert resources to keep one of your most value assets – your **contact center** – operating at maximum service levels. Our contact center professionals work closely with your team to smooth the adoption of new technologies and manage your contact center operations at peak performance levels. Specialists help ensure applications – routing, computer-telephony integration, self-service and proactive contact – work seamlessly, enabling contact center agents to provide your customers with exceptional

service. Work force management and recording applications can be integrated for improved scheduling, training and development of your contact center representatives, making them more effective and productive.

Our operations services provide end-to-end management of your **enterprise networks** – the devices, transport and protocols connecting your work locations with data and voice communications. This means around-the-clock monitoring and management to isolate and resolve troubles. Performance reports provide real-time summaries of network performance parameters and offer recommendations for continuous improvements.



LOYAL CUSTOMERS

Avaya Operations Services manages customers' communications globally, to include millions of TDM and IP telephony ports, voice mail boxes and contact center users.

Many of our customers have relied on Avaya management for more than a decade and the vast majority of Avaya management customers continue their services year-after-year. The depth and breadth of our experience coupled with strong customer loyalty makes Avaya Operations Services the preferred choice for businesses worldwide.

Business Benefits

Lower total cost of ownership. You can lower your operating costs by improving the efficiency of your operations, your networks and the resources that support them. By planning for and validating change requirements, you can proactively maximize existing communications and get the most from your current investments. With our operations services, you can use operational expenses to introduce new technologies, bypassing the need for capital expenditures.

Risk mitigation. By leveraging our operations services, you can mitigate the risks that typically come with deploying new applications and when supporting and managing the critical networks on which these applications run.

Improved performance. You can improve the performance of your existing communications applications and infrastructure and reap the benefits when implementing new technologies. Improvements in technical skills and acumen can result as Avaya experts work side-by-side with your team in managing your communications infrastructure.

Performance improvements in communications applications such as unified communications and contact center applications can streamline business processes and directly translate into performance improvements for your workers and customer service representatives.

Contact Us

Learn more about Avaya Operations Services and how we can help you realize the potential of our communications infrastructure and applications. Contact your Avaya business partner or visit www.avaya.com.

“Simply stated: Avaya Operations Services enables our customers to realize the full potential of their communications investments and, at the same time, lower their total cost of ownership.”

– Ed Nalbandian, Vice President, Avaya Operations Services

About Avaya

Avaya 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. For more information please visit www.avaya.com.

AVAYA

INTELLIGENT COMMUNICATIONS

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