



AVAYA

The Power of We™

Simple, Powerful, Modular Support Services

Avaya Support Advantage

Your communications environment just keeps getting more complex. New technologies and protocols keep emerging. Business units demand more uptime, increased security and new services. Your team struggles to support these growing requirements with the same limited resources.

Avaya Support Advantage can help. A new, flexible model for software and hardware support, Support Advantage delivers 24x7, global support services to businesses with Avaya communications environments.

With Support Advantage, you get industry-recognized Avaya services in the fastest response times we've ever offered. And there's a Support Advantage package that's right for you, whether you take a hands-on approach to managing your environment, or choose to rely on Avaya or one of our partners.

You can choose from simple-to-use, flexible Support Advantage services to:

- Build a simple support strategy tailored for your business.
- Leverage intellectual property, like Avaya award-winning web-based tools on a 24x7 basis.
- Benefit from a world-class remote diagnostic tool that can identify, isolate and resolve 99 percent of system-generated alarms.
- Implement security policies quickly via the Avaya Secure Access Link Policy Server to reduce network security risks.
- Maintain peak network and application

performance to serve customers better and help your people be more productive.

- Realize the potential of your communications investment.

Support options tailored to your needs

Support Advantage has two remote options – Essential Support or Preferred Support. Essential Support Essential Support is our basic level of remote support services to keep your core hardware and software up and running. Services include:

24x7 remote technical support. Available for your Avaya communications hardware and software, remote technical support helps control the cost of out-of-hours service and provides committed response objectives as fast as one hour.

Minor updates and notifications.

Essential Support provides access to software and firmware service pack updates. Major software upgrades are available to both Essential Support and Preferred Support customers for an incremental fee through the Upgrade Advantage service package.



Increased security. As an entitlement to your product purchase, you will receive the Secure Access Link (SAL) gateway. With this application, Avaya can support your products with secure remote connectivity, enabling increased security, greater bandwidth and detailed logging of remote sessions. The SAL gateway can support up to 500 devices and be deployed redundantly. It eliminates costly dedicated modem lines while providing a connectivity tool that meets compliance standards.

Enhanced Web services. Essential provides access to a comprehensive collection of online tools and Avaya-based information sources to help you resolve issues quickly, access knowledge and improve your system performance:

- **Web ticketing and intelligent routing** for faster service response
- **E-notifications** to keep you informed
- **HealthCheck reports** to improve your administration and performance
- **Case Status Alerts** to keep you informed about the progress of your cases
- **Support Forums**, to expand your knowledge, resources and network
- **My Reports** for customized reports on your systems
- **Avaya Software Compatibility Audit (ASCA)** to quickly compare your software and firmware to the most recent updates
- **Parts Next Business Day**, provides replacement of any covered part that Avaya determines to be inoperative will be shipped for next day delivery (where geographically available).

Several support options. Customers can choose Avaya as their sole service provider or select a certified Avaya partner that will leverage the Avaya Support Advantage Essential Co-delivery offer within their support offering to provide the necessary manufacturer support from Avaya.

Preferred Support

Preferred Support builds on the remote services in Essential Support to deliver even greater value. Preferred Support includes proactive monitoring and system alarm resolution with the Avaya-patented EXPERT SystemsSM, which can reduce major outage risk by as much as 74 percent and, on average, has a 20% faster resolution time. Avaya will also monitor public switch telephone network (PSTN) facilities for problems and alert your telecom team for immediate resolution, saving precious time and reducing risk to your communications environment.

Preferred Support includes all Essential Support services, plus:

Faster Web ticketing and intelligent routing response. Preferred Support customers receive priority response and faster response times with <15 minutes for major troubles.

24x7 proactive remote monitoring, diagnostics and resolution with EXPERT Systems. Avaya is notified within 90 seconds of receiving an alarm and begins to immediately diagnose and resolve the problem. We resolve more than 99 percent of problems remotely, saving time and expense.

Avaya Operations Intelligence Suite (OIS) web portal with a unified dashboard, providing an end-to-end view of Avaya network operations,

including real-time system status, reporting, and incident management.

Off-board alarm notification. We provide monitoring and alarming of DS1, DS3, T1, other carrier facilities, and connections linking Avaya products to one another.

Additional security controls through the SAL Policy Server. Working in conjunction with the SAL Gateway, the SAL Policy Server increases remote access control by providing controls based on time of day, IP and port addresses, and user- or group-specified permissions. The SAL Policy Server's centralized management capability enables you to deploy policies to all supported SAL Gateways, as well as monitor and terminate all active remote access sessions.

Modular Support Service Offerings

Upgrade Advantage. Upgrade Advantage is an economical way to receive major software upgrades. Upgrades are available on a subscription basis as they become available during your contract term. Upgrade Advantage provides investment protection for your communications systems, keeping you competitive, reducing risk, lower costs and eliminating the need to continuously ask for additional budget to upgrade your systems.

Onsite support. Resources are dispatched in the event that onsite support is needed, including replacement of defective parts. Onsite support is available in selected countries, on an 8 a.m. to 5 p.m. or 24x7 basis.

Terminal replacement. Next-business-day replacement of defective terminals

can be added to either the parts replacement or onsite support option.

Advanced Services

Advanced Services provide ongoing operational support for your communications network and applications, helping ensure that critical functions, whether routine or rare, are performed on a timely basis. Selected Advanced Services are available with Essential Support, and all services are available with Preferred Support (see Advanced Services Availability table).

Software Release Maintenance.

Avaya provides written notification of software and firmware updates as they become available, determines whether they apply to your applications and configuration, assesses your risks, and makes formal deployment recommendations. Avaya coordinates implementation if you elect to have the update applied to your system.

Enhanced Monitoring. Secure, continuous monitoring of your Avaya IP telephony products and IP network is provided for fault detection and faster isolation of issues.

Single Point of Contact (North America only). You have a single point of entry and designated support team to call for all your Avaya service needs.

Agency Carrier (North America only).

Avaya acts on your behalf to resolve issues and coordinate resources related to telecommunications-network-provider telephony trunks that terminate on Avaya equipment.

Product Correction Support (North America only). You receive onsite support to implement software and

The Benefits of Avaya Support Advantage

Either Avaya Support Advantage option provides best-in-class support that meets your business needs:

- **Greater flexibility.** You choose support level, delivery options, and optional services. You can manage your own support or receive support services from Avaya, Avaya partners, or both.
- **Simplicity.** All Support Advantage offerings provide full hardware and software support. Problems can be identified and isolated more quickly, and you know you're covered no matter where the issue originated. Simplified pricing, upfront quoting, predictable billing and alignment with industry standards make it easier to set expectations and manage budgets.
- **Immediacy.** Avaya Support Advantage provides the service you need, fast. Web ticketing and intelligent routing enable Avaya to quickly identify and resolve issues remotely. You receive Case Status Alerts, e-Notifications and 24x7 access to technical resources for troubleshooting and questions. Preferred Support customers also receive immediate notification of alarms, and EXPERT Systems will begin working the issues within 90 seconds.

firmware service pack updates you identify and request, any time day or night, Monday through Saturday (except holidays). At your request, a technician comes to your site to back up your system translations, install the service pack, reboot the system if needed, test the system and save system translations.

Remote Back-up Administration. We back up your Avaya Communication Manager system translations to a secure Avaya server. Remote restoration is provided 24x7 if needed.

Client Service Manager. Support is provided 24x7 for service escalations, service support planning, general Avaya internal advocacy and services-solution knowledge transfer, all from a single point of contact.

Advanced Services Availability

Advanced Services	Essential	Preferred
Software Release Maintenance	•	•
Product Correction Support (Requires that an Onsite support option is elected)	•	•
Client Service Manager	•	•
Single Point of Contact		•
Agency Carrier		•
Remote Back-Up Administration		•
Enhanced Monitoring		•

Contact Us

Learn more about how Avaya Support Advantage can benefit your organization. Contact your Avaya Account Manager or visit www.avaya.com.

About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, networking and related services to companies of all sizes around the world. For more information please visit www.avaya.com.