



While You Were Sleeping 2.0 Customer Report

“The While You Were Sleeping 2.0 (WYWS 2.0) Customer Report” demonstrates the value that your business receives from having Avaya support coverage on your communication systems. Most support services are delivered on a 24x7 basis, when your technical team is away, sleeping, or when they are busy at work caring for other business needs. The content in this report reinforces your decision to keep your communication systems protected with Avaya Services. This unique report is a key benefit that is only provided to customers with Avaya support coverage. It provides you the visibility into the support that your company received for all of your specific sites on a global basis.

The WYWS 2.0 Customer Report is the next generation of customized reports that contain a subset of the following sections based on your Avaya support coverage.

- **Introduction letter** provides a preview of the salient points in the report that demonstrates the true impact of Avaya support coverage on your systems.

- **Primary Support** – includes information about your specific alarms, technical support, service requests, parts and onsite dispatches with associated estimated costs.
- **Parts and Dispatch** – includes further information on the number of parts and dispatches that were required to support your communication systems and the total estimated cost of both elements.

- **Restoration and Resolution Times** – provides specifics on the number of cases categorized by severity and the median time to restore and resolve your business communication systems issues.
- **Web Services** – provides a count of all of the web tools and services used during the time for which the report was generated. It includes information on the number of service packs that were accessed, number of Case Status Alerts received, HealthCheck Reports run, and much more.
- **Your Satisfaction** – is an average of the satisfaction scores of all transactional surveys submitted by your technical staff rating the performance of Avaya support.
- **Gain More Value** – provides recommendations as to which web based tools could be leveraged to a greater extent to enhance your communication system performance or reduce risk of an outage. A description of the tool is provided along with the navigation path used to access the specific tool. In addition, we provide suggestions of various services that you may wish to consider to address a particular need that your business is encountering.
- **Your Savings** – provides a summary of the number of alarms, parts, dispatches and support provided by the Avaya Global Support Services technical team in support of your business. It estimates the savings that you realized when compared to the hourly industry rate for per incident support.
- **Summary** – highlights the service elements only available with Avaya support coverage.

This sample report was created specifically for a large U.S. based customer with the following communication system components:

- 7 Communication Servers
- 257 Gateways
- 11 Messaging Servers
- 1 Call Management System

March 12, 2010

Dear Mr. Largess,

I am pleased to provide you with the Avaya Services Executive While You Were Sleeping 2.0 Report for 02/09 through 2/10. This report demonstrates the extensive value and benefits your business has received during the past 6 months from Avaya.

Below you'll find highlights of the services provided to your team. Additional details are in the attached report.

As a result of your investment in an Avaya Service Agreement, your business saved approximately \$2,263,655 or 37% in service-related costs as compared to the estimated expense you could have incurred outside of a service agreement.

Our goal is to resolve your service requests quickly to optimize your communication solutions performance and help deliver the best possible service to your business.

Avaya provides primary support functions to ensure optimum system uptime and performance. Over the reporting period, 5,629 service requests were resolved, having been received through a variety of reporting tools.

In addition to maintenance service requests, Avaya provides access to a robust suite of Web-based applications and tools on support.avaya.com. An in-depth accounting for the usage of these tools and all of the other services provided are contained within the following pages.

The true value of an Avaya Service Agreement can be measured in customer satisfaction. The average satisfaction score provided by your team during this performance period was 3.85 on a 5-point scale (5 being excellent).

To further enhance your organization's satisfaction and help you gain even more value, I have provided recommendations regarding Web services applications, tools and reports. These may help you reduce costs and improve speed of resolution even more. I have also outlined a few service options and offers that, according to feedback from other customers, improve their solution performance and maximize value. Look on the "Gain More Value" page of this document for these recommendations, options and offers.

I hope you find that this Avaya Services Executive Impact Report shows the value your business is receiving and helps your team take advantage of all capabilities and services available to you as an Avaya Services Agreement customer. Your business is very much appreciated.

Thank you for your confidence in Avaya as a communications solutions provider and trusted advisor.

Leslie Carrico
 AGS Senior Marketing Manager
 Avaya
 303-535-1872
 lcarrico@avaya.com

* Based on industry-standard labor rate of \$500 per hour

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“ The new While You Were Sleeping Report provides in-depth information on the number of troubles and alarms that Avaya resolved on our behalf; as well as the number of parts that were replaced, and the number of web services and tools that we have benefited from using. These tools and services help to keep our systems performing optimally and with high reliability. I like seeing this report since it really provides good detailed information.

— Gary Rogerson
 Enterprise Voice Architect
 Fluor Enterprises

While You Were Sleeping 2.0 Global Service Agreement

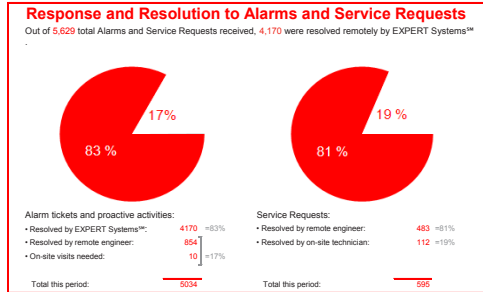
Primary Support

This page of your report summarizes information about alarms Avaya received while monitoring your systems on a 24x7 basis. Included are breakdowns of alarms resolved by our award-winning EXPERT Systems™ Diagnostic Tools and alarms requiring the technical expertise of an Avaya engineer.

We are sharing this because you and your staff may not be aware of the support activities that take place without your involvement. Our EXPERT Systems™ Diagnostic Tools monitoring begins diagnosing the problem within 90 seconds of the alarm receipt, reducing risk of a major outage and saving valuable time.

Also included is information about the number of on-site visits needed to resolve technical issues at your location(s) that could not be corrected remotely. You will see a breakdown of service requests submitted by your employees or an Avaya employee on your behalf.

“The service was fast and very efficient, and the technician diagnosed and solved the problem immediately.”
 —Janice Avery, Manager, El Lago Condo Association



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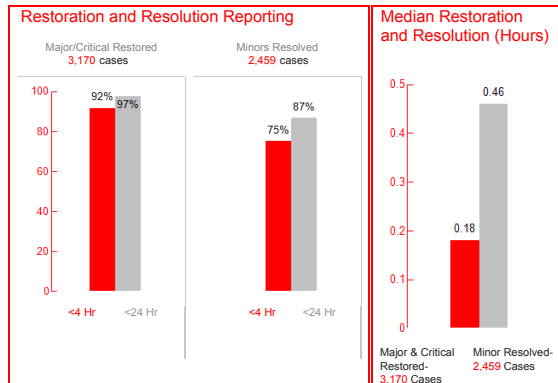
Performance

Our goal is to resolve your system issue quickly and effectively. We understand that critical or major system problems can evolve into operational issues, downtime, reduced productivity and loss of revenue.

The Restoration and Resolution Reporting chart summarizes the number of alarms and service requests initiated for your systems during this reporting period. It also shows the percentage of cases that were resolved in less than 4 hours and within 24 hours. Two categories of cases are listed: "Major/Critical Restored" and "Minors Resolved."

Also provided is a chart showing Median Restoration and Resolution Times for the same two categories of cases.

Did you know?
 EXPERT Systems™ Diagnostic Tools contains more than 30,000 intelligent algorithms that enable problems to be diagnosed quickly.



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Web Services

As an Avaya Service customer, you have access to the Avaya Support Site: support.avaya.com. Our advanced Web services capabilities offer quick access to Avaya technical support information within our industry-recognized InSite Knowledge Management Application.

This page provides usage information within the chart that summarizes your support site activities, such as Patch Downloads, HealthCheck Reports, participation in Avaya Support Forum threads and receipt of Case Status Alerts.

Your team may have accessed or used many of the Web service tools and capabilities to help manage your communications environment, including:

- Software and firmware patches were downloaded to keep your systems operating efficiently.
- Knowledge searches were conducted using the Avaya InSite Knowledge Management Application for product documentation, technical tips and articles.

- Administrative updates to your company's contact information were performed.
- Avaya Software Compatibility Audit (ASCA) Reports were run to provide recommendations on administration changes and software updates that could be implemented to improve performance and avoid problems.
- Web cases were initiated by your team to obtain technical support from our remote services engineers.
- Product training demos were accessed by your employees to enhance their education and understanding of your Avaya solution.
- Online case status checks were conducted.
- Proactive Case Status Alerts were sent to keep your team abreast of ticket alarm and service request status.

Tip: Creating service requests via the Avaya Support Site enables intelligent routing of your request to the most appropriate resource that can address your technical issue quickly and efficiently.

"InSite Knowledge Searches have saved me a great amount of time..."
 —Dennis Garraty, Marion County

Support Site Activities performed By Large Enterprise	
Dec 1, 2009-Feb 28, 2010	
Create Service Request (Via Web Submission)	1,524
Check Case Status	840
Web Parts Replacement	17
Service Packs (Patch Downloads)	15
InSite Knowledge Searches	12
Proactive Status Alerts	3
Update Site Contacts	3
Avaya Software Compatibility Audit	0
Communications Manager Compatibility Tool	0
Communications Manager Minor Upgrade Tool	0
Flash Product Training Demo	0
HealthCheck Reports	0
Manage Alarms Tool	0
Manage Case Status Alerts	0
StationBuilder Tool	0
Upgrade Entitlement Tool	0
Total:	2,414



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Your Satisfaction Scores

Customer satisfaction is the truest measure of the Avaya Service Agreement's value. This section of the report reflects your team's satisfaction with our service. The feedback was provided by your employees through our customer transactional survey, which is conducted by an outside agency and offered to your employees (no more than once a month per individual) following the completion of a service request.

This feedback is the primary driver of resource prioritization at Avaya aimed at improving customer excellence. Avaya listens and takes action to incorporate your feedback to improve customer satisfaction.

Specifically, we ask your employees to rate the following items as Excellent, Very Good, Good, Fair or Poor:

- Speed of reaching someone who can respond to your issue
- Technical skills of our support staff
- Professionalism of handling your issue

- Ability of our remote support staff to communicate clearly and effectively
- Keeping you informed of the status throughout the resolution process
- Effectiveness of the resolution provided
- Speed of resolving your issue

Similar questions are asked if an on-site technician was dispatched to resolve the problem.

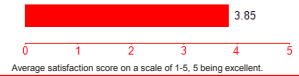
In addition, we ask:

- If your employee used the Avaya Support Site prior to calling in for support and, if so, to rate the experience. If a replacement part was required, we ask about the timeliness of delivery and the quality of the part that was sent.
- For your employee's opinion about the quality of the Avaya products, solution functionality and capabilities, and the product's interoperability with other solutions within your business infrastructure.

Customer Excellence Feedback

Customer Excellence Feedback from Large Enterprise

Period of time: Sep 1, 2009 - Feb 28, 2010
 Transactional Maintenance Surveys returned: 13



During the current reporting period, we received feedback about 13 transactions with an average satisfaction rating of 3.85.

"Avaya has always been excellent in providing customer service and support. Any issue I have ever had has always been resolved quickly. The customer reps have wonderful attitudes. They know their product and evidently like what they do—it comes through when you talk with them."
 —Donna Eila, Office Manager, Rosedale-Bolivar County Port Commission

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Gain More Value by Taking Advantage of Web Based Capabilities and Additional Services

Avaya Web Services and capabilities are always available on a 24x7 basis by accessing support.avaya.com. The Avaya support site has an assortment of tools readily accessible to customers with an Avaya Service Agreement. These tools provide a wide range of benefits to help keep your communication system operating efficiently.

Case Status Alerts is a tool that can be customized so you and any other designated person in your organization can receive alerts via your preferred text communication method. Case Status Alerts keep you posted on status changes of open cases. To set this up, please go to support.avaya.com, Feeds and Notifications, and select Manage Case Status Alerts.

HealthCheck automatically runs hundreds of commands on your systems to compare your system administration settings to those recommended by Avaya Labs. It then provides a report of the results with recommendations for improvements. To run a HealthCheck report, go to support.avaya.com, click on the Tools menu and select HealthCheck.

"The Avaya HealthCheck Report is an innovative tool that gives customers the power to ensure that their business-critical communication systems are always optimized for peak performance. HealthCheck harnesses the power of Avaya's EXPERT Systems Diagnostic Tools to run hundreds of automated tests that verify key system configuration settings, then issues an easy-to-use report that highlights recommended actions and technical tips for making adjustments. Based on IntelliComs competitive research into vendor-provided tools, we would put HealthCheck right up at the top of the list for customers looking to increase their self-empowerment."
 Bruce Clark, Partner, IntelliCom Analytics

The Avaya Software Compatibility Audit compares your systems installed software and firmware to the latest available loads, thereby saving your staff time and energy

researching this information. To run an audit, go to support.avaya.com, click the Tools menu and select Software Compatibility Audit.

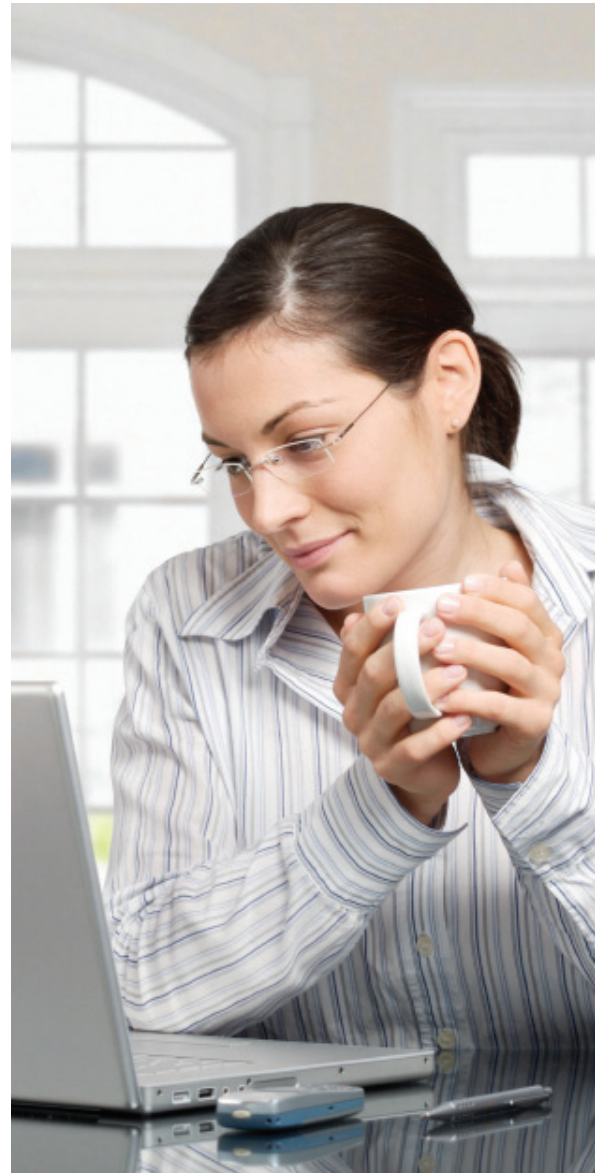
Avaya InSite Knowledge Management Application contains more than 100,000 articles and continues to grow exponentially. It provides access to troubleshooting tips, information on software and firmware patches, product documentation and much more. This repository is used by Avaya engineers and is available for your team to leverage in their daily use. To use the InSite Knowledge Management Application, simply type your question in the InSite query box located on support.avaya.com.

By using the Create Service Request feature on our support Web site, you can easily request assistance for your communication system. Through the use of intelligent routing, your request will be transferred quickly to the resource that can help you most effectively with your communication system. To create a Service Request, go to support.avaya.com, click on Self Service and select Create Service Request.

The Communication Manager Compatibility Check compares your system configuration against approved and tested integration scenarios. To run a Communication Manager Compatibility Check, go to support.avaya.com, click on Tools, then CM Compatibility Matrix.

When staff members change roles, your team will want to quickly use the Update Site Contacts page to alert Avaya technical staff about the change. This enables us to know the most appropriate contact for your various sites and systems in the event we need to reach the responsible party out of normal working hours. To modify site contacts, go to support.avaya.com, click on Self Service, select Administration, and select Site Contacts.

In order to keep your systems running optimally, we recommend that you deploy



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Your Savings

Your investment in an Avaya Service Agreement helps provide the best possible service to your employees and customers while reducing the risk of major costs associated with a catastrophic service event.

Our EXPERT Systems™ Diagnostic Tool managed 4170 system alarms, which represented 53% of all alarms and proactive activities, which, on average, would have resulted in potential costs of \$2,085,000 for a 3rd Party to perform these services.

Remote engineers managed 17%, or 854, of your alarm tickets and proactive activities. Without an Avaya Service Agreement, the potential 3rd Party charges for these services would have resulted in potential costs of \$408,500.

An additional 11%, or 595, of your trouble tickets and assistance requests were initiated by your staff or an Avaya services associate, and 483 were resolved remotely. These requests would have resulted in a potential cost of \$1,148,500 to a 3rd Party if you did not have an Avaya Services Agreement.

Service Actions	Occurrences	Labor hrs	Service Agreement	Potential 3rd Party Costs
Alarms Auto Resolved that would have required Engineer Support	4,170	4,170	Included	\$2,085,000
Alarms Resolved by Remote Engineers/Technicians	854	817	Included	\$408,500
Remote Resolved Cases (Calls/Web cases)	483	2,297	Included	\$1,148,500
Avaya Certified Parts Replacement*	162		Included	\$171,665
On-site Support (Dispatches)†	122	380	Included	\$190,000
Total for period:	5,791	7,664	\$1,700,100	\$4,003,665
Your Savings			\$2,303,565	
Your Savings %				57%

Projected costs assume industry-standard hourly labor rates of \$500/hr. (range of \$400-\$600/hr), retail cost of parts through Avaya Parts Center

* Assumes Remote Plus parts or Full Coverage

“ I can see how the ‘While You Were Sleeping 2.0 Report’ could easily help me cost justify the renewal of our Avaya Maintenance contract. ”

Jeff Lusby

Voice Architect

Large Accounting Firm

Learn More

If you currently have Avaya support coverage and would like a copy of this valuable report for your business, contact your Avaya Account Manager or authorized partner.

If your communication systems are not currently covered by Avaya or an Avaya authorized partner, call your Avaya Account Manager or partner and ask how you can begin to sleep better at night.



While You Were Sleeping 2.0 Global Service Agreement

Summary

As a valued Service Agreement customer, you are looking for opportunities to provide the best and most reliable communication service to your employees and customers. Reducing the risk of a service failure is key to you and your business.

Many of the services available to you and your employees are essential for preventing failures, as well as ensuring the most knowledgeable resources are deployed to resolve issues as soon as possible. Response speed and access to the right technical resources when and where you need them are critical success factors.

In addition to the valuable services that are part of Avaya's standard Service Agreement, your business service requirements may call for additional support.

Examples of Enhanced Services that you may want to consider are:

- Dedicated or Designated Client Service Manager
- Remote Backup Services
- Single Point of Contact Services
- Remote Moves, Adds and Changes

Value of a Service Agreement	Included with Service Agreement	Without Service Agreement
Access to Latest SW Patches/Updates	✓	Not Available
Upgrade Price Protection Program	✓	Not Available
Priority Response/Case Routing/Dispatch	✓	Not Available
24x7 Remote Software Support	✓	Not Available
99% of Expert Alarms Resolved Remotely	✓	Not Available
Access to Tier IV for Technical Support	✓	Not Available
Access to Regional Service Engineers	✓	Not Available
Enhanced Web Services/Tools: - Support Forum Threads - HealthCheck Reports - Customized Case Status Alerts - InSite Knowledge Base Access (100K+) - Additional Tools/Enhancements	✓	Not Available
Support Services - While You Were Sleeping 2.0 - Customer Excellence Results - Web Services Results - Performance Results - Gain More Value Recommendations	✓	Not Available

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.



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References to Avaya include the Nortel Enterprise business, which was acquired as of December 18, 2009.

04/10

avaya.com