



Professional Services

Avaya Staff Augmentation Services

As a truly global business with an unrivaled communications heritage, Avaya has expertise in all functional and technological areas across multiple localities

Staying on top of the latest technology while moving forward with digital transformation is stressful enough. On top of that, you have to find the right people to keep your communications systems up and running (or to help you with special projects like cloud migration). And you have to do it all on a limited budget.

Let Avaya take some of that burden off of you with our staff augmentation services. We go out into the market and find you several great candidates—within your budget—and we do it fast. How? We specialize in hiring communications experts... we do it all the time. We'll give you a few resumes to review, you make your hiring decision, and the whole process is done, usually within 6 weeks. Compare that to doing it yourself or going to an outside staffing agency.

Why Avaya

As a truly global business with an unrivaled communications heritage, Avaya has expertise in all functional and technological areas across multiple localities. Finding the right person, with the right skills, in the right location has been business as usual for us for decades. Every day, qualified candidates approach us for career opportunities across unified communications, contact center, cloud, AI, security, and software development.



Important Facts

- Typical role duration: 3 months to multi-year; short terms are possible on a case-by-case basis
- Typical roles: Voice Biometrics, Remote Telecom Analyst, Senior Telecom Engineer, Onsite Avaya Engineer, Certification Lab Technician, Senior Avaya Engineer, CTI Developer, IVR Developer
- Roles can be filled as onsite or remote, or partially onsite (onsite for first week, for example, then remote)
- The customer always interviews and ensures the proposed person will meet the technical and team culture needs
- Individuals can be extended

Delivering Outcomes

Avaya is in the business of delivering outcomes for our customers and we understand that people drive those outcomes. To us, staff augmentation is about finding the right resources to deliver the business outcome you need. Having dependable people is table stakes. Our success comes from ensuring that our placements are outcome multipliers. These outcomes may be designing, securing, coding, cloudifying, project managing, resolving, migrating, supporting, testing, conceptualizing, or a multitude of other value creators and retainers. Whatever the classification and whatever the industry, our approach is to ensure we fill your role based on the outcome you need, and not just be a search function.

We also know that the people we place with you need to walk in hot and make an impact early. Having a pool of resources that are tried, tested, and proven is critical to delivering this for you. Being a trusted brand also means that when we outline your company and your business outcome needs to our talent pool, we have top experts that want to deliver for you. The power of your brand plus Avaya is a strong selling point to the best experts in the industry.

Cultural fit is critical to delivering outcomes. Because Avaya has access to a large talent pool, in the unlikely event that someone does not quite fit, we can work with you on finding a better fit. No jumping through hoops for months with staff on your books. We'll resolve it fast. Outcomes have deadlines and speed matters.

Get the right people in place quickly, to drive the business outcomes that you need. Put the staffing burden in our hands so you can focus on creating experiences that matter.

Send an email to APSOfferers@avaya.com or contact your Avaya representative today to learn about our staff augmentation services.

About Avaya

Businesses are built on the experiences they provide and every day millions of those experiences are built by Avaya (NYSE:AVYA). For over one hundred years, we've enabled organizations around the globe to win—by creating intelligent communications experiences for customers and employees. Avaya builds open, converged and innovative solutions to enhance and simplify communications and collaboration—in the cloud, on premise, or a hybrid of both. To grow your business, we're committed to innovation, partnership, and a relentless focus on what's next. We're the technology company you trust to help you deliver Experiences that Matter. Visit us at www.avaya.com.

