



Create Business Advantage with Avaya Cloud Private 3.0

January 2019

Agenda

Avaya Cloud Overview

Avaya Cloud Private Offer

Differentiators for Avaya Cloud Private

Summary



AVAYA

Top Five Reasons Customers Consider Private Cloud

- 1 Customizable Solution Components**
Custom elements that map to current workflows and processes which are efficient and mission critical.
- 2 Regulatory and Compliance Requirements**
Provides direct control over where data, such as call records and customer information, is stored and who has access to it.
- 3 Cost-effective scaling**
Private Cloud can add users/agents more cost effectively.
- 4 Security Control**
Private Cloud offer enterprises superior control over security.
- 5 Customizable Tools and Processes**
Deploying Private Cloud first allows more choices later to integrate to Public Cloud or with on-premises applications.

Avaya OneCloud Continuum



Public Cloud (Multi-Tenant)

- **Shared infrastructure**
– Multi-tenant software (one instance shared by all clients)
- **Pre-Defined DCs** – (AWS for Public CC)
- **Fewer/no customization**
- **100% hosted in cloud**
- **100% SIP trunking**
- Voice, Email, Chat
- Self Service Portal
- **HIPAA/PCI Compliance**

Public CC, IPO Cloud

Private Cloud (Multi – Instance)

- **Virtual Private Cloud** – Shared infrastructure
- **Dedicated SW** instances
- **Pre-Defined Data Center** – Global
- **UC/CC Reference Architecture** w/Custom Add Ons
- Avaya **Managed Services**
- **HIPAA/PCI / Enabled***
- **Hybrid Deployment** (On-premises or Cloud to Cloud)

Private, Secure Delivery

Government Secure Cloud

- **Virtual Private Cloud** – Shared infrastructure
- **Dedicated SW** instances
- **Pre-Defined Data Center** – US only
- **UC/CC Reference Architecture**
- **100% SIP** (Trunking and endpoints)
- Avaya **Managed Services**
- **FedRAMP Moderate Compliance**

US Government, SLE

Custom Cloud

- **Flexible Data Center** or **On-Premises** Deployment
- **Delivered by Avaya** or Avaya Cloud Partners
- **100% Custom** deployment
- **Co-Managed Services** (Avaya, Partner, Customers)
- **Hybrid Deployment** (On-premises or Cloud to Cloud)

Custom Cloud

* Roadmap for HIPAA and PCI certification in 2019

Cloud Private Delivery Offer

Fit for purpose, Next Generation enterprise private cloud solution at near public cloud pricing



Designed around key client requirements;

Maintain Existing Workflows and User Experience

Integrate into their existing environment vs. moving to a pre-defined one-size fits all approach

Risk Mitigated Path to Production to Ensure Successful Deployment

Ability to test and pilot the solution and move to production on the same instance

Speed and Flexibility

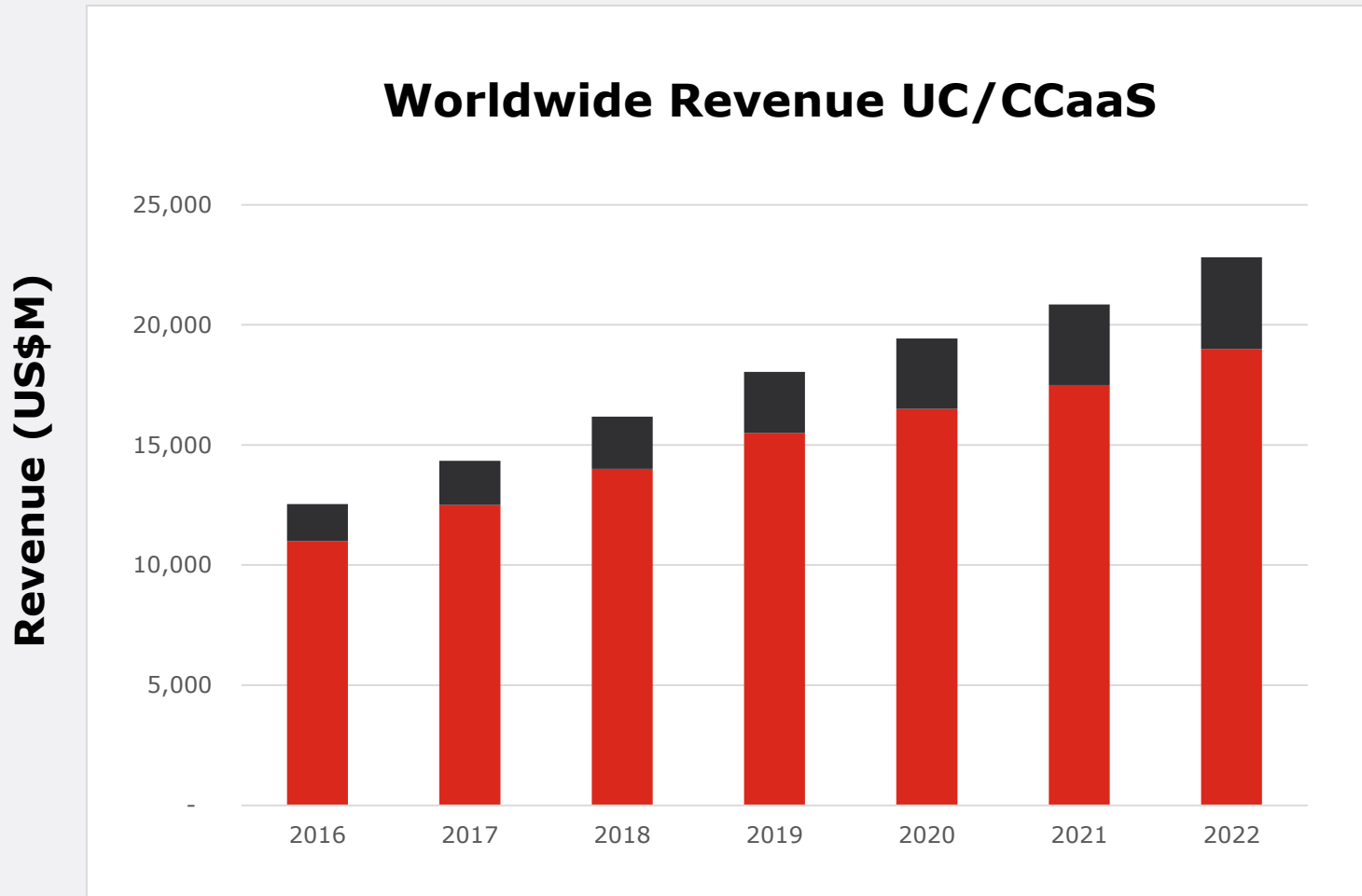
Simplified, low risk approach supports quicker deployments

Global Support

Standardized globally support in a fully consistent manner for both UC and CC solutions around the world

UC Adopting Faster than CC

Avaya Cloud Private helps to simplify CC cloud migration



Wide adoption of **UCaaS**

3% of **Contact Center seats** currently migrated to **cloud**

80% of **CCaaS** seats will be **Private or Hybrid cloud seats**



Avaya IX Cloud Enterprise Content

Seamless path to cloud for large global enterprise

Single Global delivery model, Pre-Built **Virtual Cloud Infrastructure in Globally deployed Data Centers.**

Highly automated reference architectures to speed builds and deployments with high levels of accuracy and effectiveness.

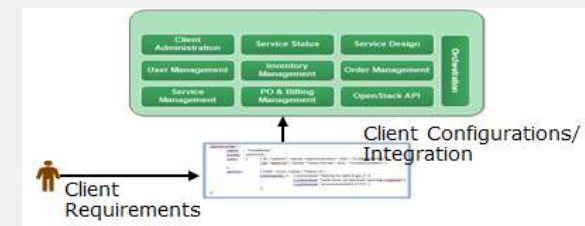
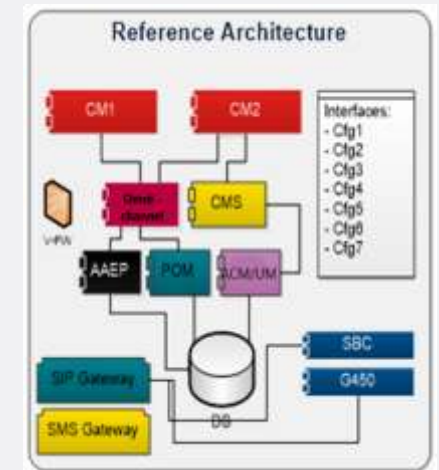
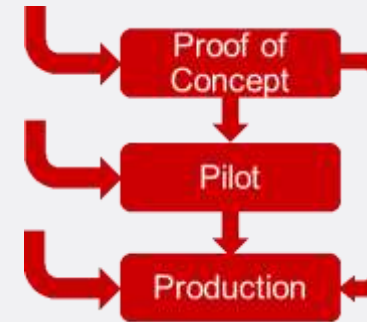
Standardized set of UC and CC rate carded solutions, designed to meet majority of customer needs.

Dedicated Software Instance per Customer, Easy Hybrid Options, Ability to customized and add on features and application integration. **Scale up and down as needed**

Proof of Concept to Production Framework, speeds implementation, reduces risk with higher levels of effectiveness and accuracy.

Full management and Security with industry leading automation platform backed by SLA's.

World Class Cloud Architecture team to support customers at each stage from POC to production support.



Standardization Ensures; Simplified, Lower Risk, and quicker Deployment

Security and Compliance



Avaya OneCloud Private ReadyNow uses **Security and Compliance Tools** and Processes helping enable HIPAA & PCI-DSS* Standards.

Covers Physical Data Centers, Virtualization, Data Storage and Application Stack, Network

Day 2 Services and Platforms

*Roadmap for **HIPAA and PCI** certification in 2019

Avaya Cloud Private Services Platform

Faster Process and Effectiveness

Enables improvement to the On Boarding experience

Enhanced Capability

- Improved process adherence
- Semi-Automated discovery
- Automatic risk escalation
- Task Automation and validation

Improved User Experience

- Client Portal administration
- Reduced back and forth
- Project over project consistency
- Greater project transparency

Smart Service Modeling

- Mandatory project workflows
- Lessons Learned / Knowledge Base
- Improved handoff to Lifecycle teams (CBM, SDM, engineers)

Transformation Focus

Security

Customer Experience

Risk Management



Highly Integrated

- MS Project
- Device Discovery
- Acceptance Testing

Robust Reporting

- Project Timelines, Risks, and Issues
- Graphical Dashboards
- Roll up to Program and Portfolio reports

Security

- Eliminate emailing IP information (June)
- Improved role-based restrictions for documentation
- Improved role-based restrictions for access

UC Solution Bundles

UC Bundles and Elements	Basic	Core UC	Power UC	Attendant Console
Business Line Features (100s of features)	X	X	X	X + AC Features
SIP Trunking	X	X	X	X
Office Worker	X	X	X	X
Voicemail	X	X	X	X
Home Worker	X	X	X	X
6 party Audio Conferencing	X	X	X	X
Road Worker	-	X	X	X
Soft Phone for Mobile / Laptop	-	X	X	AC SIP Client Only
Enterprise Single Sign On (Softphone)	-	X	X	X
Presence / Multimedia Messaging	-	X	X	X
Multi Party(>6) Audio (Host)	-	-	X	-
Multi Party(>6) Video (Host) (internal soft client point to multi-point)	-	-	X	-
Collaboration (Host)	-	-	X	-

Customer Experience Bundles

CC Bundles and Elements	Basic Voice CC Bundle	Advanced CC Bundle	Premium CC Bundle	Email OR Chat Bundle	Email AND Chat Bundle
Business Voice Features + Voicemail (Core User)	X	X	X	-	-
CC Routing	Voice	Voice	Voice	Digital	Digital
CC Reporting	Voice	Voice	Voice	Digital	Digital
Allocation of Supervisors (Admin Only)	X	X	X	X	X
Compliance Recording + 90 Days Storage	X	X	X	-	-
IVR + App Development Environment	X	X	X	-	-
Screen Capture + Live Monitoring	-	X	X	-	-
Call Back Assist	-	X	X	-	-
Quality Mgmt & Coaching / Learning	-	-	X	-	-
Outbound Marketing	-	-	X	-	-
Voice Agent Desktop Client	X	X	X	-	-
Digital Channel	-	-	-	Email OR Chat	Email AND Chat
Digital Channel Desktop Client	-	-	-	X	X
Billing	Concurrent	Concurrent	Concurrent	Fixed	Fixed
CC Interop APIs (CTI, TSAPI, etc.)	X	X	X	X	X

Avaya Cloud Investment Protection Program

Credit Available for **Perpetual Licenses**

Total Credit Calculated
and Captured in

Reduced 'Per Seat' Price

No Penalty Termination of
Current Avaya Contracts

Match Any Existing '**Managed
Services**' Interfaces

Repurpose Current Avaya Phones and
Avaya Gateways to Cloud Solution

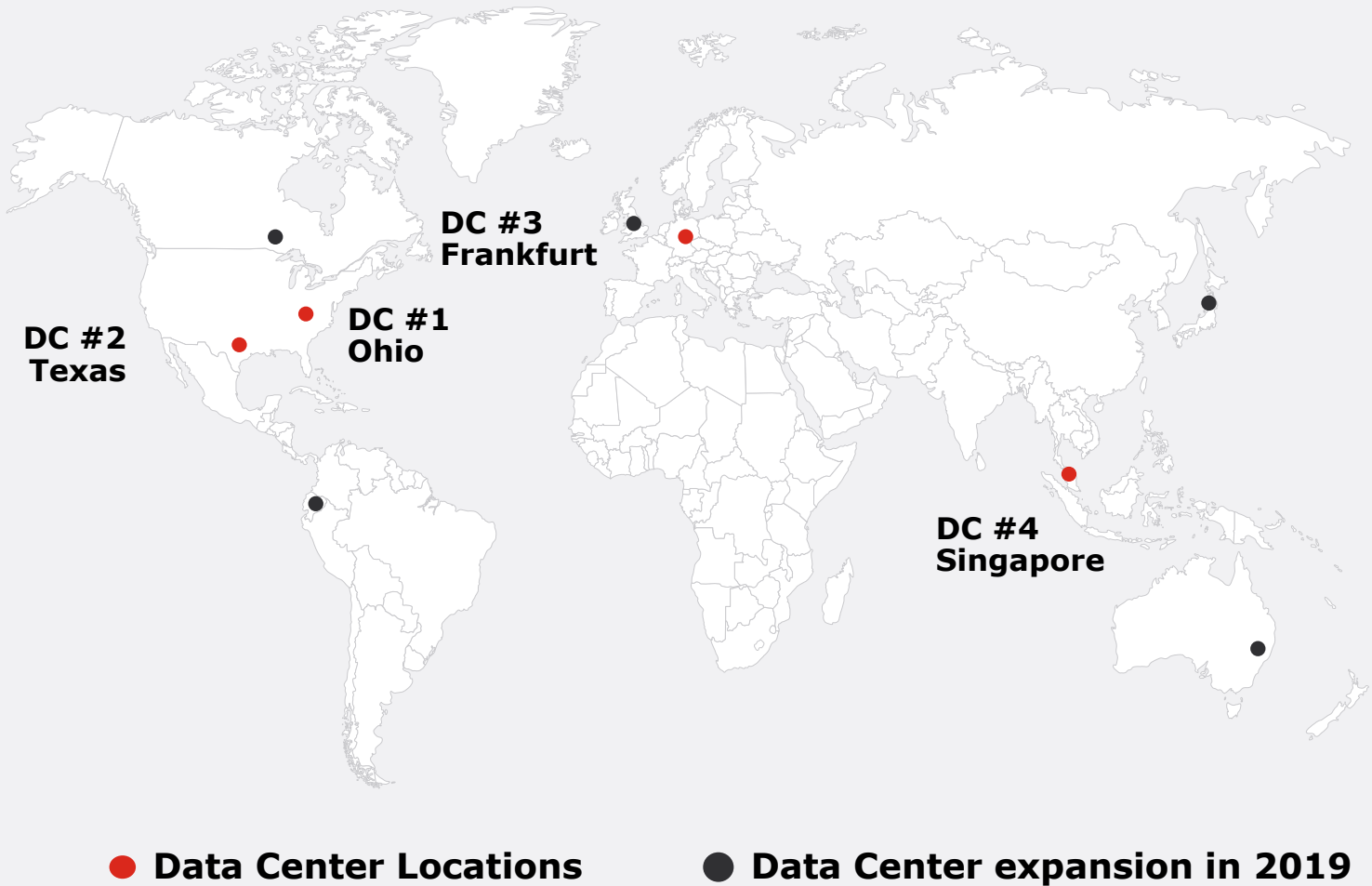
Investment
Credit



Investment
Protection



Private Cloud Data Centers



Data Centers

- Tier 3-4 Rated (1-4 Scale)
- **Data Center Certifications:** SOC 2-3 Type II, PCI-DSS, HIPAA/HITECH, HIGHTRUST CSF, ISO 27001, NIST 800-53, FISMA, SSAE3402, IDW PS951 (German SAS 70)

Country Availability Matrix

AI	EMEA		APAC
Argentina	Austria	Kosovo	Australia
Brazil	Croatia	Netherlands	Japan
Canada	Czechia	Norway	Malaysia
Colombia	Denmark	Portugal	New Zealand
Mexico	Egypt	South Africa	Philippines
USA	France	Spain	Singapore
	Greece	Sweden	South Korea
	Germany	Switzerland	Taiwan
	Ireland	United Kingdom	Thailand
	Italy		

U.S. Availability

UC Bundles – Feb 2019

CC Bundles – Q2 2019

Global Availability

EMEA - One month Later
APAC - Two months later

Defined Global Rollout for Delivering Avaya UC/CC Private Cloud Solutions

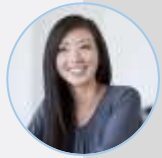
Proof of Concept Pilots

Minimizes Risk While Moving to The Cloud

Automated Reference Architecture	Key Attributes	Implementation Timeframe	Pricing/ Month
POC – Out of the Box	No Customization Avaya provided PSTN and internet	1 Day	\$
POC – Configuration Changes	POC with Customer Specifications/Configurations Avaya provided PSTN and internet	1 Week	\$\$
POC – Integration/Add On(s)	Includes Snap-ins, Integrations, Workflows Avaya provided PSTN and internet	2-4 Weeks	\$\$\$
Pilot – Identical to Production with Subset of Users	Full Solution with Customer Specific Attributes: Expand to Geo-redundancy and Customer PSTN and MPLS connectivity, Full Support	Dependent on Carrier & Client Timelines	Priced from Rate Card
Production	Full Solution with Customer Specific Configuration	Site Migration Plan	Priced from Rate Card

Easy Expansion Leveraging Configuration and Integrations from POC to Pilot to Production

Avaya Cloud Private Differentiation



What is
the **Avaya**
difference?

Fit for purpose enterprise grade Private Cloud functionality and integration at near public cloud pricing, flexibility and speed - - NOT a combination of dedicated client infrastructure and public cloud services. **Full UC and CC solutions**

Customized solution to replicate client's environment to **maintain current user experience and business process workflows**, mitigating risk in moving to a cloud delivery model.

Single global delivery model - - automation, workflow and organization/skills. Provides consistent and predictable levels of service from all locations.

Industry-best automation to onboard and run client communications infrastructures - - faster, more effective deployments from POC to production; single platform and foundation. Effective multi-vendor support in transition and production.

World class **enterprise communications architects**; UC and CC cloud architect experts to lead design, transition, and ongoing management.

Most experienced enterprise communications private cloud provider in the industry - - understand enterprise UC and CC environments, opportunities, issues and strategies better than any vendor in the market. Have current \$300m annual; \$600m+ under contract private communications cloud business in place today.



Thank you.