



Cloud

Avaya Cloud Private Delivery Model

Cloud communications on demand—global, innovative, reliable, agile, predictable

Is your business expanding faster than your IT infrastructure? Is your IT department so lean that your main focus is on reacting rather than strategically planning? Does executive leadership continually press IT to cut capital outlays while demanding that it “be a better partner to the business”? You’re not alone.

There’s a reason why the rate at which organizations deploy cloud communications is expected to nearly double by 2021¹. The unified communications cloud market alone could reach \$65 billion in that same timeframe²?

Why? Cloud communications helps address the gap between what the business demands of IT and what IT can deliver.

The economics of a cloud-based platform delivered as a service can help large enterprises reduce costs by as much as 35 percent annually. This is a business model that can deliver the end-to-end communications resources, flexibility and reliability your business demands at a predictable cost (Figure 1).

Figure 1. Transform your enterprise with a communications industry leader



- Flexible technology transformation
- Adjustable to changing business needs
- Included management and support
- Strong innovation and workflow integrations
- Cloud flexibility with limited capital expense

1. Gartner 2015 UC Worldwide Forecast Overview.
2. "State of the Market Enterprise Cloud," IDC, 2014.

Itil-Aligned and Standardized Service Elements

- Service Monitoring & Reporting
- Client Notification
- Configuration Management
- Change Management
- Release Management
- Incident Management
- Problem Management
- Service Management
- Service Desk
- Capacity Management
- Availability Management

Avaya Cloud is designed specifically for enterprises seeking to implement or upgrade to a feature-rich, cloud-enabled unified communications and/or contact center environment without upfront expenses or limitations on capacity. You can rely on the experience, expertise, tools and scale that the global Avaya cloud services organization brings to managing your communications environment.

Addressing Today's Communications Challenges

Avaya Cloud delivers turnkey cloud solutions designed to help you create a business advantage. Our solutions unify your enterprise communications, including call handling, messaging, conferencing, presence, instant messaging, contact center, and much more. We can help you connect more efficiently and effectively with your customers by matching the customer to the right resource for their needs. And we can help your employees work from anywhere by integrating with your mobile devices and taking advantage of "find me/follow me" capabilities. By bundling a variety of feature packages to meet your organization's specific demands, including support services, our flexible pricing and deployment architecture, proven applications and service delivery experience provide the greatest value possible to your organization.

Preparing for Tomorrow's Opportunities

environment are not able to keep pace with the demands of the business. If you struggle to manage system obsolescence and integration with new technologies, Avaya can bring you welcomed speed and efficiency to help you control your future. Our Avaya Cloud solutions can help you overcome lack of time and resources to implement new solutions for your environment. We can assist your business in choosing all the right components to meet your needs, manage the migration, and handle the design and implementation of those solutions.

Our support does not end there, our experts analyze the integration of the new technology and continue to make optimizational adjustments for your environment, including software upgrades, to keep your business up to date and running smoothly.

Our Value Proposition

Avaya Cloud solutions are built on a strong global track record, an industry-recognized management platform and a world-class support team. We offer:

Advanced delivery of communications applications. Our solutions align with current Avaya applications to provide you with a suite of collaboration and contact center standardized reference architectures delivered in a flexible, consumption-based cost model. With our automation tools and new Enterprise Cloud Architecture team Avaya can effectively build and deploy cloud solutions for our clients with a greater level of speed, accuracy, and effectiveness.



**Ayava Cloud:
innovative
features and
functionality
in an easy-
to-consume,
on-demand,
elastic cloud
environment
with SLAs
to meet your
business needs.**

Our unified communications and contact center solution portfolios are based on current Avaya applications delivered within a virtual private cloud infrastructure across a set of globally deployed data centers, with interoperability to existing Avaya on premise applications/assets.

Provide a Proof of Concept to Production framework to facilitate your move to the cloud at your scope and pace. Start testing cloud delivery model in days.

Principled governance. A strong, trusted relationship is fundamental to the success of cloud-based services. In addition to keeping you informed of the activities going on in your environment, we integrate our processes, tools and people with your existing IT organization to help ensure a smooth transition. In this way, we provide:

- Security and compliance
- Reporting
- Escalation
- Project coordination and planning
- Management and oversight

Avaya Managed Services

Avaya Cloud solutions, are supported by our proven, industry leading Managed Services. Our automation platform utilizes sophisticated event orchestration and leading-edge Artificial Intelligence to enable the Avaya Cloud Operations team to deliver the industry leading availability and, performance metrics.



| Enabling innovation, delivering peace of mind |
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| <ul style="list-style-type: none"> • Recognition — Avaya is the only vendor positioned for 15 years as a leader in the Gartner Magic Quadrant for Contact Center Infrastructure, since the report’s inception in 2001. Avaya also is a leader in the Gartner Magic Quadrant for Unified Communications— for the seventh consecutive year. |
| <ul style="list-style-type: none"> • People — over 700 dedicated managed services resources, 1,000+ industry certifications and employees with an average of 20 years of experience. |
| <ul style="list-style-type: none"> • Processes — globally managed solutions based on ITIL standards, from offers to delivery; consistent methodologies and global KPIs; and integrated global operations with OPEX and CAPEX modeling available. |
| <ul style="list-style-type: none"> • Presence — 24x7 availability across nine global operational service centers, as well as services resources in 37 countries with average experience of over 15 years. |
| <ul style="list-style-type: none"> • Capacity — Avaya currently manages over 3 million communications ports and nearly 500,000 contact center agents globally. |
| <ul style="list-style-type: none"> • Performance — consistent quarter-to-quarter customer satisfaction levels, and SLA performance at 95% (industry standard is ~92%). |

With the Avaya Management Platform, you can leverage real-time, predictive and proactive event monitoring, tools, and dashboards through a customizable portal across our cloud and on premise solutions.

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.

