



Communication Server 1000

Avaya CS1000 Loyalty2gether

Avaya Is Offering C1000 Customers a Variety of Options Through Our Loyalty2gether Program

Loyalty2gether

As the evolution of the Meridian 1 portfolio, the CS1000 has offered millions of users the features and reliability of a modern telephony solution. But market demands have moved forward, and many customers are seeking the very latest in Unified Communications (UC) and Omnichannel Customer Contact capabilities. With this in mind, Avaya is offering CS1000 customers a variety of options through our Loyalty2gether program that will take your communications, collaboration and customer contact capabilities to a new level with Avaya Aura® and Avaya IP Office™:

Avaya Aura: Supports mid to large enterprises including some of the largest customers in the world. This platform brings together Avaya communications performance and reliability with a revolutionary, enterprise-wide SIP architecture. Simple deployment and streamlined provisioning, plus lean hardware requirements and enterprise-wide dial plans, all drive down costs and complexity.

Avaya IP Office: Offers 'big business' features and capabilities in a platform that's efficient and affordable for mid-market customers. Built to support from five to 3,000 users, IP Office has everything required for a small to medium sized business in a single platform— telephony, messaging, meetings, team collaboration, mobility, even contact center capabilities.



- Protect your investments
- Drive hard dollar savings
- Differentiate your business with the latest in Unified Communications and Omnichannel Customer Contact

Loyalty2gether is an opportunity to rethink the communications, collaboration and customer contact solutions that drive your business. Reduce your costs, enable your UC and mobility strategies and radically alter the way you support interactions with your customers. Start the conversation today with your Avaya or Partner representative and get full details on the outstanding promotion and options available with Loyalty2gether.

Cloud Options

Avaya offers a range of options previously unavailable to CS1000 customers—options that can help you realize both new business impacting capabilities and hard dollar savings. These include:

- **Moving to the Cloud:** Avaya and our partners offer a variety of cloud-based solutions for businesses of any size to move their communications, collaboration and customer contact capabilities to the cloud, shifting from CAPEX to OPEX.
- **Moving to Subscription and Pay per Use licenses:** Customers can adopt flexible subscription and Pay per Use licenses. Terms are flexible, and migration between on-premises and cloud solutions is supported. Furthermore, hybrid configurations mixing cloud and on-premises solutions according to your specific needs are an option.
- **Moving to Virtualization:** Avaya supports a variety of virtualization options, on either customer provided (including IaaS) or Avaya provided hardware. This can significantly reduce hardware, power consumption and space requirements.



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.

These options can reinvent what communications means for your organization. With Avaya you can:

- Adopt the latest in UC with Avaya Equinox®.
- Continue using your Avaya Aura Contact Center solution to provide customers with a great omnichannel experience.
- Integrate communication and collaboration into your applications with Avaya Breeze™, our application development and deployment platform.
- For customers with CallPilot® systems, enhancements to Avaya Officelinx can make migrations to this messaging platform easier than ever.

Accelerate Your Engagement

Regardless of the path you choose, Avaya can enable you to leverage your existing investments into your new solution. The Loyalty2gether promotion along with the Avaya Software Investment Protection Policy can ensure you receive maximum value for your existing CS1000 licenses. Also, to smooth your transition to an Avaya IP Office or Avaya Aura solution, numerous key product capabilities are available.

As always, Avaya Professional Services can provide complete support and implementation services to help ensure an efficient migration strategy.

Support Policies

Our standard support policies can enable you to plan a path forward for your organization. Avaya will continue to fix and patch CS1000 system software until April 2019, the target schedule for the final service pack.

Capabilities that will help smooth your migration:

- Support for 11XX / 12XX SIP phones.
- Call Park and Page capability.
- Multiple Appearance Directory Number (MADN) support.
- Device Adapter Snap-in for Avaya Aura for reuse of existing UNISTim telephones.
- ProVision migration software for Avaya Aura.
- MobileX like user experience for Avaya Aura.
- Officelinx migration for CallPilot.

