

Professional Services

Avaya Deployment Services



**Avaya
Professional
Services Enables
More Customers
Across More
Industries to
Realize the Full
Potential of Their
Communications
Solutions**

Expert Implementation to Maximize Your Investment

Today's enterprise networks are increasingly complex. And so are their deployments.

With the growing focus on collaborative communications, mobility and advanced customer experience management, almost any new network undertaking is bound to touch more stakeholders and impact more business processes.

To support the enablement of new network services, Avaya provides comprehensive Deployment Services in all of our solution areas including Team Engagement, Customer Engagement and Fabric Networking.

As one of the largest and most experienced organizations focused on the evolution of collaborative communications and supporting infrastructures, Avaya puts the knowledge, experience and capabilities of the 1,300 member global Avaya Professional Service organization—and our partners—at your disposal.

We offer comprehensive services to help you plan, design, implement, test and train; identifying ways to speed both the implementation and ROI of new communications capabilities.

Throughout any deployment, we focus on providing the support you need to make the most of solutions that simplify your business, drive innovation, reduce costs, minimize risks and can increase security.



Why Avaya Deployment Services:

- Proven quality and ROI
- Flexible delivery options
- Unmatched global resources and expertise
- Comprehensive end-to-end services: Plan, Design, Implement, Test and Train
- Best practices based on thousands of implementations

Managing the Deployment Lifecycle

Take advantage of the wide array of options available through Avaya Deployment Services to address the full lifecycle of deployment:

Pre-Deployment

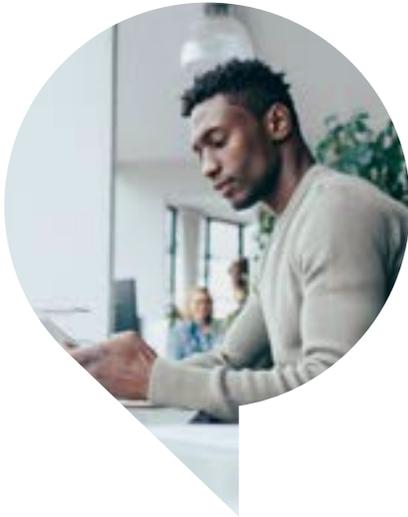
The critical steps required for a seamless, problem-free deployment are taken long before technicians arrive:

- Establishing clear objectives.
- Validating that the design is functional and viable within the customer's environment and interoperable with other business components.
- Addressing the needs of individual stakeholders: reaching a common understanding for the entire implementation and the value it will provide to the enterprise.
- Assessing the readiness of your network for voice or video over IP: identifying and correcting areas that could impact solution performance.

Managing the Deployment

Once the deployment is underway, Avaya follows well-defined global methodologies and processes to help ensure a successful completion:

- Resources and processes for program and project management covering each phase of the deployment, through cutover.
- Risk assessment and mitigation plans, along with implementation procedures that help minimize the potential for schedule disruptions and cost overruns.



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Post-Deployment

Once the solution is implemented, take advantage of:

- Application and integration testing.
- Pre-production stress testing—an optional service to help assure the solutions perform as designed.
- User training designed to drive higher levels of adoption and achieve revenue / ROI objectives.

Increasing User Adoption

The ultimate success of a new technology initiative often hinges on a frequently overlooked factor: user adoption. Failure to focus on user adoption is often to blame when new initiatives fall short of expected results.

Avaya user adoption services—an additional offering that complements our Deployment Services—provide a comprehensive strategy to:

- Identify and segment end users according to how the solution best supports them.
- Boost end users' understanding of the solution's capabilities.
- Expand user skills and confidence so solutions are used as planned.
- Establish metrics to pinpoint how well the solution benefits users—the ultimate measure of ROI—and what can be done to improve that return.

Avaya user adoption services range from a one-day workshop with business leaders and project sponsors to a more in-depth engagement that includes interviews with key managers and stakeholders, and the development of a more detailed user adoption and communications plan.





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Risk Management

Given the complexity of today's network deployments, it is not unusual for hidden and unexpected issues to be missed by traditional measurement systems. To address these risks, Avaya provides a three-part strategy consisting of:

Design Reviews

Avaya technical experts will work to help ensure your solution is designed to deliver optimum performance and satisfaction. Services include an in-depth review to determine that all aspects of the design are functional and viable, as well as verifying the interoperability of proposed products and solutions with other applications and systems. Design Reviews identify implementation risks that are eliminated prior to Deployment Services beginning.

Network Readiness Assessments

Before any major voice or video over IP deployment, your network needs to be prepared for the transition in order to maintain peak performance and deliver solution benefits. Issues arising after cutover are much more difficult to isolate, can directly impact user performance and are typically more costly to resolve than if they had been detected prior to implementation. Avaya engineers will undertake direct testing of your network's ability to meet the requirements of your new solution, focusing particularly on capacity and quality of service. This is a proven differentiator towards the success of voice and video over IP installations, as half of the sites that undergo Avaya Network Readiness Assessments detect avoidable implementation risks.

New Product Introductions

As part of all deployments, Avaya works closely with our partners to help ensure that the latest information and insights related to today's new communications and collaboration solutions are fully understood and socialized prior to the start of any engagement. All Avaya partners are provided with extensive, ongoing training in all our solutions.

Customers working directly with an Avaya partner can undertake a deployment knowing that the partner is a true extension of the Avaya services organization.

Delivery Options for Avaya Deployment Services

When it comes to deployment, there is no "one size fits all." Even within the same client organization, deployment needs may differ based on timing, location, the complexity of the implementation, and other factors. That's why when you choose Avaya to support your deployment, you can also choose how to take advantage of both our Professional Services staff and our partners:

The availability of these deployment options maximizes the synergy between Avaya and our partners. Both your Avaya representative and your Avaya Authorized Partner will work together with you to determine the deployment offering that best meets your needs.

Unmatched Global Resources

When you engage Avaya Professional Services for your deployment, you gain access to some 1,300 specialists in 37 countries focused on the enablement of advanced communications—offering experience and knowledge that are unmatched anywhere:

- Over 1,000 industry certifications and an average of 15 to 20 years of experience
- Executing over 2,000 projects per month
- Consistent methodologies based on global key performance Indicators
- A global ecosystem of 4000+ Avaya partners, trained and certified to deliver the full lifecycle of services

Avaya Deployment Services in Action

Health Care

A leading U.S. health care provider is relying on Avaya Deployment Services to implement unified communications at three of its campuses, delivering SIP-based capabilities to enhance patient care and improve collaboration between doctors. Avaya is leveraging the customer’s existing investments while blending new technology and moving toward the unification of another 70+ of the provider’s other locations. A key factor in the deployment is Avaya’s ability to implement the new capabilities without impacting current patient care.

Retail

Avaya is working with one of the world’s largest retailers on a series of projects including the deployment of Avaya Team Engagement and Customer Engagement solutions at locations in the U.S. and Central America. The retailer has engaged Avaya Deployment Services for

- Avaya Aura Contact Center Solution for 5000 agents
- The integration of speech enablement in three languages
- Avaya Aura Conferencing solutions with chat and e-mail channels

The retailer turned to Avaya Deployment Services both for its extensive product knowledge and its ability to offer around-the-clock support on any issue.

Deployment Options

<p>Basic and Standard Avaya and Partner</p>	<p>In our Basic and Standard offerings, both Avaya and the partner collaborate on the installation, configuration and project management of the deployment.</p>
<p>All Inclusive Avaya-led Deployment</p>	<p>In our All Inclusive offering, Avaya takes full responsibility for all aspects of the deployment: installation and configuration of hardware and software plus project management.</p>

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.

