AVAYA

Professional Services

Avaya Program and Project Management Services

Our Proven Methodology and Expert Resources for High-Quality Communications Technology Deployments

Communications applications and technologies, including voice, data and multimedia, are central to the success of most organizations today. Customer experience and enterprise collaboration are highly dependent on them. As a result, most deployments of communications technology are high-profile, vital initiatives, whether they involve a single location in one country or multiple sites and regions around the world.

A variety of business process issues, security challenges, cultural and global considerations, and conflicting priorities naturally accompany such deployments. This is why the right implementation approach and project management resources to oversee deployments are so important. Without them, cost overruns, scheduling delays and extended periods of downtime can be constant threats.

Avaya Program and Project Management services provide both the implementation methodology and resources needed to drive consistency, quality and efficiency in communications technology deployments. Avaya Program and Project Management services are scalable, with highly skilled and experienced professionals available to help you deliver the business impact and stated outcomes your company expects from change through critical communications engagements.

P R O G R A M M A N A G E M E N T	**P R O J E C T M A N A G E M E N T**	**P R O J E C T C O O R D I N A T I O N**	**Presales**	• Understand business objectives and requirements • Define engagement scope • Develop statement of work and related pricing • Prepare return on investment analysis when appropriate
			Initiation	• Establish project structure • Create basic governance plans, including the project, communications and risk management plans
			Planning	• Review statement of work and delivery dates with you • Introduce project team members and their roles • Review project design and overview of project governance, including project management support and change management processes • Perform Network Readiness Assessment to determine network capabilities for voice and video traffic • Deliver project plan
			Execution	• Install and configure the Avaya solution • Execute cutover and migration to the new solution, including training, troubleshooting, technical support and issue resolution
			Closure	• Verify the solution is fully delivered • Seek feedback from you about project delivery, timeliness and quality • Transition to ongoing support

Presales Reliable Repeatable Efficient

Figure 1. The Avaya Program and Project Management Methodology

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World-Class Implementation Framework and Resources

As a deployment framework (Figure 1), Avaya Program and Project Management services constitute a highly effective governance structure for delivering implementation guidance, support, training and standardization. Also, a global Project Management Office (PMO) support organization stands behind our implementation experts so they can deliver globally consistent, repeatable, efficient deployment processes that are client-centered and quality-focused.

Avaya Program Management, Project Management and Project Coordination resources are available to supplement your internal resources or lead the entire initiative—many flexible options are available to leverage our Program and Project Management resources. You gain a single point of contact and accountability for Avaya services, along with our commitment to high-velocity problem resolution and issue escalation.

Program Management

Avaya Program Management resources address complex engagements involving multiple applications, locations, third-party products and other complexities, especially when the engagement requires assistance with upfront program and project scoping in advance of actual project planning.

In such engagements, an Avaya Program Manager assumes overall ownership of and accountability for program delivery, including coordination of Avaya Project Managers assigned to individual projects, as well as multiple vendors and project sub-teams. The Avaya Program Manager is available in situations that require overarching program,

Our Program and Project Management resources are trained on the PMI delivery methodology, and many have specific vertical industry experience.

project or account ownership for an established period of time. An Avaya Program Manager will work directly with you to address the following:

- Development and coordination of general and advanced project-planning tasks

- Risk management, detailed work breakdown structure and escalation planning

- Management of extended implementation resources, including Avaya resources across multiple projects and multivendor resources

- Organization and leadership of a multi-project or program work effort, including tracking and managing the execution of plan deliverables

- Oversight of adherence to Avaya and client best practices across all projects

Project Management

Avaya Project Management resources engage in supporting localized, individual projects. In such engagements, an Avaya Project Manager will coordinate with your internal resources and Avaya personnel, including an Avaya Program Manager if one is assigned to the broader initiative, to plan, manage and execute all services specified in the Avaya statement of work, including:

- Scheduling and managing all Avaya implementation resources included in the deployment

- Managing Avaya product orders and change requests associated with the deployment

- Developing and coordinating project planning tasks

- Organizing and leading individual project work efforts

Project Coordination

Avaya Project Coordination resources are available to support projects in which neither an Avaya Program Manager or Project Manager is requested or required. An Avaya Project Coordinator will execute the services specified in the Avaya statement of work, including:

- Scheduling Avaya resources included in the offer or solution

- Managing Avaya product or part orders and change requests associated with the deployment

A Veteran Team Focused on Your Business Outcomes

Avaya Program Management, Project Management and Project Coordination resources typically have between 15 and 25 years of relevant experience, and most have earned the Project Management Institute's (PMI's) Project Management Professional (PMP) certification. Many also have other local certifications for regionalized specializations.

Our Program and Project Management resources are trained on the PMI delivery methodology, and many have specific vertical industry experience. They offer access to the collective knowledge, skills and experience gained from supporting implementations for thousands of companies around the world, under the most diverse conditions and circumstances. In addition, Avaya resources have extensive expertise in Team Engagement, Customer Engagement and Networking solutions for enterprises of all sizes around the globe.

Our clients quickly discover that Avaya Program and Project Management services are:

- **Predictable.** Our implementation services are delivered according to plans and schedules that you review and agree to, so risks are minimized.

- **Reliable.** We deliver what we agree to on time, adhering to schedules and managing issues that arise in a timely manner.

- **Repeatable.** Our delivery approach is driven by proven processes that reflect industry-leading practices and have been tested in thousands of deployments under a variety of conditions and circumstances.

- **Efficient.** We strive to deliver our services with the highest quality, efficiency and speed, in alignment with your business objectives and with your satisfaction as our ultimate goal.

Avaya Program and Project Management Services in Action

Global Consumer Goods Company

This Fortune 500 company asked Avaya to assist with a hardware refresh of existing technology and migration from a diverse Time Division Multiplexing (TDM) infrastructure to a centralized Session Initiation Protocol (SIP) infrastructure. This refresh involved 80 locations and approximately 70,000 users globally in diverse business units ranging from corporate headquarters to manufacturing plants, warehouses and distribution centers worldwide.

Avaya quickly established a global Program Manager to oversee individual project managers and the schedule and delivery of the site refresh, as well as global governance and adherence to risk mitigation and avoidance guidelines. Individual business drivers and needs among the unique blend of facilities were identified and factored into all planning and the delivery methodology. As a result, the company experienced no major issues or outages across any line of business during the entire initiative, including at the 17,000-seat corporate headquarters, where not a single trouble ticket was generated at the project help desk.

The client's executive sponsor noted that the company had never experienced a technology refresh of this magnitude and complexity that was completed as smoothly and effortlessly as was executed by the Avaya Program Manager.

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Project Management Professional (PMP) certification is the premier credential for project managers. Globally recognized and demanded, the PMP certification validates a project manager's experience, education and competency to lead and direct projects.

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.

Global Financial Services Provider

Avaya was asked to implement new core communications management systems in two major data centers over a two-and-half-month period. The request was complicated by several factors, including a separate initiative under which the client was replacing traditional Primary Rate Interface (PRI) trunk lines into the data centers with SIP trunks and the fact that the data centers required new data switch installations to support a parallel migration and failback requirements. The client's automated stress=testing solution was another dimension that needed to be factored into the implementation as part of the overall test plan to address performance to and from all remote gateway locations.

Avaya Program and Project Management collaborated with the client's voice operations team to devise and execute a deployment plan that integrated all vendor and client project workflows, which resulted in eight separate migration cutover events. The new solutions, including associated gateways, were installed and in production by the deadline date. Subsequent solution testing was completed in the following month at the client's request. The client executive team expressed satisfaction with the project as follows: "We have never installed an infrastructure project which impacted 35 percent of our entire business over eight cutover events and had not one first day of business [trouble] ticket reported."

Benefits of Avaya Program and Project Management Services

Avaya clients around the world value our Program and Project Management services for:

- Achieving stated business outcomes while maximizing return on investment

- Globally planning and coordinating client, vendor and Avaya resources

- Effectively tracking program status and milestones

- Effectively managing risks through proactive issue foresight and impact assessment, as well as mitigation and contingency plans

AVAYA | Experiences That Matter