

Professional Services

Avaya Professional Services

A Global and Experienced Services Organization to Help You Maximize Your Investment in Collaborative Communications



New enterprise communications technologies are bringing about a wave of innovation that is changing the competitive dynamic of many industries.

But as new technologies go mainstream more quickly, many organizations struggle with a “technology adoption gap.”

The reality is that few organizations have the resources and expertise needed to evaluate and integrate the wide range of communications solutions available today.

As a result, it’s not unusual to see enterprises making large investments in new communications technologies, only to experience a low ROI. The cause may include a failure to align the project with business needs; sub-optimal implementation left the user adoption level lower than expected; or because underlying security controls and network readiness assessments were not taken into account, undermining performance.

As one of the largest and most experienced organizations focused on the evolution of collaborative communications and supporting infrastructures, Avaya Professional Services works with enterprises to speed both the deployment and ROI of new communications capabilities.

Responsible for over 2,000 projects per month—through a portfolio of services for both consulting and implementation—Avaya Professional Services enables more customers across more industries to realize the full potential of their investments: reducing communications costs while building the infrastructures that drive employee productivity and customer satisfaction.

Why Avaya Professional Services

- **Services To Accelerate Your ROI:** Enable, optimize and innovate using new capabilities or what's already in place.
- **People You Can Count On:** 1,300 Avaya specialists; over 1,000 industry certifications; executing over 2,000 projects per month.
- **Coverage Where You Need It:** A global services ecosystem of employees and partners in 37 countries.



Results-Driven Communications and Collaboration

The transition to collaborative communications is well underway, but many organizations are years away from gaining the full benefits of the new mobile and multimodal technologies:

- **Budget:** Most IT resources are typically budgeted around operations and maintenance. New technology initiatives are under-resourced.
- **Mixed Environments:** While new technologies are making their presence felt, any infrastructure enhancement must account for legacy systems.
- **Risk Resistance:** Communications is so tightly integrated into business processes, potential advantages must be weighed against the risks to productivity and customer relationships.

Delivering Results

Through the experience gained in thousands of projects, and by following proven methodologies and best practices, we have achieved outstanding results for clients throughout the world:

- **Business Growth:** With people and processes dispersed globally, enterprises need to accelerate business opportunities and sales processes. *Avaya offers a range of professional services to both develop a business collaboration strategy and then help make sure it is implemented in ways that maximize your investment, including alignment of user adoption to the technology.*
- **Customer Experiences:** Avaya Professional Services is a leader in the implementation of Customer Engagement solutions designed to deliver coherent, contextual and comprehensive service across all communication channels. *Relying on Avaya Professional Services, clients have reported improvements in customer satisfaction, customer interaction and cost savings ranging from 20 to 50 percent.*
- **Network Simplification:** By employing our enablement, optimization, and innovation strategies, Avaya Professional Services enables global enterprises to leverage existing investments, reduce communications spend and implement new capabilities. *Avaya customers have realized an average of 30 percent savings on operating costs through our services and associated enhancements.¹*

1. Savings based on actual customer examples from Avaya SIP Transformation Services. Savings will vary based on specific customer network configurations.

Services focused around three core areas:

- **Enablement:** Planning, designing, developing and integrating technology that helps ensure you get full value from your investment.
- **Optimization:** Managing your roadmap from traditional digital communications to newer SIP-enabled technologies, leveraging existing investments and avoiding costly rip-and-replace scenarios.
- **Innovation:** Taking advantage of the right technologies to become more accessible, more customer-friendly, and ultimately, more profitable.

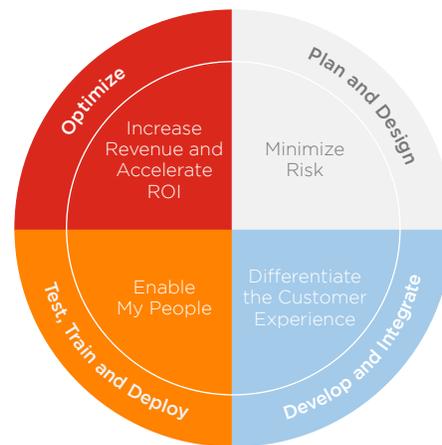
The Avaya Professional Services Portfolio

Avaya Professional Services is aligned to three core areas:

Enabling Your Solution Upon Implementation

Enablement services provide your business with the full support needed to successfully implement the communications technology of your choice—helping you plan, design, develop, and integrate technology that simplifies your business, drives innovation, minimizes risk and can increase security. We test equipment, train employees, and deploy a plan to help ensure your success.

Examples of Avaya enablement services include our portfolio of deployment, integration and Project Management Services.



Optimizing Your Business and Technology Investments

We optimize your business by leveraging your existing technology investments, working to increase your ROI by using proven best practices towards improved business results. No matter where you are in evolving your communications infrastructure—for example migrating from traditional digital communications to SIP and application-driven technologies—our teams help identify and implement solutions to address your communication challenges. We're with you at every step of your technology's lifecycle.

Examples of Avaya optimization services include offerings focused on operational improvements to existing contact centers, assessing your network to assure it is ready and aligned to your technology road map, and testing services to assure day one roll-outs are flawless, as planned.

Innovating Your Go-to-Market Approach and Customer Experience

We drive innovation in your business, utilizing our consultants' deep industry experience and knowledge to identify new ways to use communications and collaboration to help your business become more accessible and intuitive, more customer-friendly, and ultimately, more profitable. We partner with you to implement and build a customized and strategic plan, and we remain available and accessible to you and your business to help ensure its success.

Minimizing Risks in the Technology Lifecycle

- Lack of clarity up front can result in faulty conclusions and flawed executions.
- Inadequate training and deployment can leave employees unable and unwilling to take advantage of new capabilities.
- Failure to manage and drive higher levels of adoption can cause revenues to fall short and ROI to be slower.

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.

Avaya offers a wide range of services such as customer engagement and cloud transformation in addition to many software applications which bring additional value to Avaya solutions.

Discovery Workshop

- **Executive Review:** Strategy & Goals Alignment.
- **Operational Review:** Efficiency Improvement Opportunities.
- **Technical Review:** Current Architecture Review.
- **Financial Review:** Cost Reduction Opportunities.

Take the Next Step in Enterprise Communications

A huge shift in business communications is underway. New communications and collaboration technologies are providing today's enterprises with an array of opportunities to enhance productivity and performance and meet changing customer expectations.

The impact is being felt throughout the enterprise: from the equipment room...to the contact center...to the smartphones and tablets that are now essential tools for today's flexible workforce.

Whatever your challenge—getting more return from existing investments, implementing new capabilities, accelerating user adoption or rationalizing a multivendor environment—Avaya is ready.

We can work with you to align your business goals and strategies so that your technology investments provide the operational and financial outcomes you desire.

Avaya has designed its Professional Services portfolio to help address the rapid proliferation in technology and provide support at every stage of the lifecycle of technology implementation.

Unmatched Global Resources

Avaya Professional Services provides a full range of service options backed by

- 1,300 specialists in 37 countries, with over 1,000 industry certifications and an average of 15 to 20 years of experience.
- The experience that comes with executing over 2,000 projects per month.
- Reliance on consistent methodologies based on global key performance Indicators.

Learn More

For more information about Avaya Professional Services, please contact your Avaya Account Manager or Avaya Authorized Partner, or visit us at www.avaya.com/professionalservices.

