



## Avaya IX™ Services

# Avaya Support Advantage

**Problem prevention, rapid issue resolution and performance optimization for your premise-based applications as you journey to Avaya OneCloud™.**

### Support Advantage Essential <sup>1</sup>

Support Advantage Essential is just what the name implies — solid but basic support, including:

- 24x7 remote technical support.
- Access to the Avaya Support Website, and updates and fixes.
- Avaya Secure Access Link (SAL) gateway software to enable secure remote support with customer control.

### Support Advantage Preferred

Support Advantage Preferred includes all the Essential features, but it also adds the following to protect your technology investment and optimize performance of your Avaya solutions:

- **Avaya EXPERT<sup>SM</sup> Systems** — alarm monitoring and proactive issue resolution up to five times faster than if the service request was manually generated.<sup>2</sup> And we don't stop there. Avaya Expert Systems automatically identifies issues and steps that the customer can take to avoid future outages.
- **Avaya Diagnostic Server with SLA Mon<sup>TM</sup> technology** — unprecedented network visibility with advanced, client-controllable, diagnostic tools that speed diagnosis while lowering costs without additional equipment.



Avaya Support Advantage is a award-winning, comprehensive, customizable, globally consistent support offer that you can purchase directly from Avaya or through an Avaya authorized partner.

- **Proactive alert of network issues (PSTN and IP)**—fast automatic alarm notification and initiation of automated problem diagnosis and resolution.
- **Response service-level objective** of 15 minutes via the Web, which is twice as fast as our nearest competitor when it comes to the highest-severity requests.<sup>3</sup>
- **Global license portability** for simple and automated movement of licenses around the world.
- **Increased security** and ease of managing authentication policies through Avaya SAL Policy Server.

### Upgrade Advantage <sup>4</sup>

An economical way to receive major software upgrades on a subscription basis as they become available during your contract term, providing investment protection for your communications systems, helping you stay competitive and reduce risks and costs.

### Advance Parts Replacement

Advance Parts Replacement can be purchased for certain covered Avaya products and is available with next business day and two different four-hour delivery time options.<sup>5</sup> This feature provides you with certified Avaya parts, helping you avoid having to carry your own parts inventory.

**Excellent support service provided by Emergency Recovery team. Highly skilled and experienced engineers. A credit to your organization. At one stage during troubleshooting the outage, 4 Avaya engineers were resourced and committed to resolving the issue - all sharing screens via logmein and all on Avaya conference bridge. Excellent communications**

—Business Service Provider

## Onsite Support <sup>6</sup>

With the Onsite Support feature, which includes Advance Parts Replacement, Avaya dispatches technical resources when onsite support is needed and replaces defective parts, except terminals, providing additional support coverage and access to Avaya expertise when you need it most. This feature helps you avoid having to maintain and train in-house expertise for Avaya products, as well as not having to carry your own parts inventory.

## Terminal Replacement

Next business day shipment of defective terminals, eliminating your need to carry extra devices in inventory.

## Advanced Services

Ongoing operational support that helps you perform critical functions on a timely basis to fill specific gaps in your business. The following options are available:

- **Move, Add, Change (MAC) Services** — access to trained experts delivering short-term support for move, add, change and delete activities for software, hardware or network components.
- **Product Correction Support (U.S. and Canada only)** — onsite support for installation of Avaya-issued product correction software updates according to your Onsite Support coverage hours.
- **Release Management** — support for proper software control and distribution of software updates associated with your current Avaya application environment.
- **Dedicated Technician** — day-to-day performance of support tasks by a certified Avaya technician, including MACs, installations and much more.
- **Service Assist (U.S. only)** — a designated team of Avaya specialists to address your Avaya service needs.
- **Client Service Manager** — a trusted adviser to handle service escalations, support services planning and more.
- **Local Advantage (U.S. only)** — a support team of American citizens who are English-speaking experts with routine background checks.
- **Global Advantage** — globally consistent and cohesive support across your locations worldwide, including service management, service delivery and summary billing.
- **Risk Management Program (U.S. only)** — a designated team of Avaya Support Architects and Client Service Managers engage with clients in a proactive role to reduce critical incidents and improve system migrations.
- **Residency Program** — Consulting and technical professionals such as a Resident Specialist deliver onsite or remote support for the configuration, integration and operation of your Avaya solutions.



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- **Security Assurance Services** — Comprehensive services designed to de-risk today's cybersecurity threats which includes auditing, hardening, integration and consulting, offered individually or combined in a sequential order and delivered on a quarterly basis.
- **Performance Monitoring** — Ongoing service using a comprehensive approach that proactively determines Quality of Experience issues before they impact users.

Support Advantage is available in 1- and 3-year year annual or prepaid terms. It is also available in a 5-year prepaid option.

### Learn more

To learn more about how Avaya can help with your cloud transformation and or how Global Support Services and Avaya Support Advantage can benefit your organization, contact your Avaya Account Manager or visit us at [www.avaya.com/services](http://www.avaya.com/services).

### 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](http://www.avaya.com).

1. Essential Support is not offered as an option for major SW release after August 10, 2015.
2. Based on Avaya internal metrics.
3. Based on competitive analysis conducted by Avaya in October 2015.
4. Included in Preferred Support for major releases after July 2018
5. Advance Parts Replacement next business day, with 8x5x4 and 24x7x4 options available in selected countries.
6. Onsite Support is available in selected countries, in 8x5x4 or 24x7x4 options.

