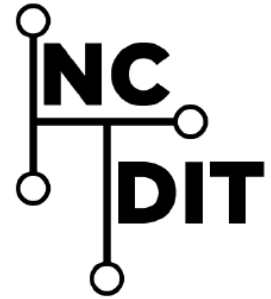




Experiences That Matter



## State of North Carolina - Dept. of Information Technologies

Avaya Contract #: 204X

Streamline your procurement and gain savings on Avaya Products and Services.

**Vendor Name:** Avaya

Avaya Inc.  
4655 Great America Parkway  
Santa Clara, CA 95054  
[www.avaya.com](http://www.avaya.com)

**Contract Period:** April 1, 2019 thru June 30, 2023

**Avaya Federal Tax ID:** 22-3713430

**Avaya Sales Contact:** Greg Nelson 704-551-1827 [gnelson@avaya.com](mailto:gnelson@avaya.com)

### Products and Services Offered

Telecommunication Solutions and Services:

#### Avaya Unified Communications Solutions

- Avaya's Unified Communications and Collaborations (UCC) Solutions offers an unsurpassed industry portfolio of products that allow enterprises to build communications and collaboration networks that are characterized as best-in-class, extremely efficient, and highly scalable. Avaya UCC solutions provide advanced enterprise-class reliability, performance, and security that enterprises and governments throughout the world depend on to run their businesses. Avaya can uniquely deliver both mission critical dependability and superior return on investment.

#### Avaya Contact Center Solutions

- Avaya is the global leader in the Contact Center market. Avaya offers highly reliable, scalable contact center solutions that improve customer service and help companies compete more effectively. Avaya's contact center portfolio includes intelligent routing tools, as well as self-service, proactive contact and mobility-enabled applications that drive effective communications and transactions with customers and clients. Avaya's extensive reporting platform offers rich analytics that provide companies and governments with detailed customer information that improves visibility, customer satisfaction, and customer retention, while decreasing costs.

## Avaya Services Solutions

- Avaya Professional Services focus on helping businesses effectively use communications technology and applications to drive productivity and growth while mitigating risk and reducing TCO for communications solutions. Avaya Managed Services provide globally managed and hosted services for Unified Communications, contact centers, data, and video. Avaya enables companies to hand over some responsibility for running network infrastructure, reducing the costs of ownership, equipment upgrades, and staffing. Proactive, preventative monitoring of system performance and the ability to quickly find and fix problems are essential for keeping communications running. Avaya offers every level of support for communications solutions with both niche and end-to-end services, available globally.

For more information on Avaya products, visit <http://www.avaya.com>

## Warranty Terms

For warranty terms, visit [Avaya's warranty on products and installation services](#).

## How to Obtain Quotes and Place Purchase Orders

Direct Orders

Contact your Avaya State of North Carolina representative

- **Avaya Contacts:** Greg Nelson 704-551-1827 [gnelson@avaya.com](mailto:gnelson@avaya.com)

Or contact one of the approved Avaya resellers from the list provided on page 3

2. All order must go through the State's eProcurement System

## Contract Pricing

Procurement Schedule information is provided by Avaya as a convenience or as required by contract for use by state and local governments, educational institutions and other public sector entities for the purposes of determining the available procurement vehicle they can use to purchase authorized Avaya products and services.

## Avaya North Carolina Price List

Download the Price List by [Clicking Here](#)

## Product Specifications

Visit [Product and Services Catalog](#)

Authorized Avaya Resellers for the State of North Carolina

Avaya Contract #: 204X

<b>Vendor Name Vendor ID</b>	<b>Contact</b>	<b>Address</b>
Avaya 22-3713430	Greg Nelson 704-551-1827 <a href="mailto:gnelson@avaya.com">gnelson@avaya.com</a>	Avaya Inc. Virtual Office Matthews, NC 28104
StepCG, LLC	Rob Huff 513-795-6000 <a href="mailto:rhuff@stepcg.com">mailto:rhuff@stepcg.com</a>	StepCG LLC 525 W. Fifth Street, Suite 332 Covington, KY 41011