

## Avaya Global Services

### Protect, extend and grow your communications environment

With the merger of Avaya and Nortel Professional Services, customers of both companies now have access to the premier resources of these organizations under one roof. Regardless of the products, services or support you have as a customer of Avaya, Nortel or one of our authorized partners our joint offerings can help you decide which path makes most sense for your business communications needs. And, we show you how to get there - today and in the future.

As a unified organization, we can help you make the most of the new roadmap, whether you want to protect your existing investments and lengthen their useful life, extend gradually into new capabilities, or set yourself up for transformative growth by adopting the Avaya vision of plug-and-play communications.

Avaya Global Services delivers world-class support in three areas:

- **Avaya Professional Services.** Avaya Professional Services consultants are technically proficient, possess strong business acumen and have developed vertical industry specialization to help you address the challenges of today's

converged voice, video and data communications environments. At the same time, we actively help you look for ways to optimize your communications environment to better enable your people, increase your business agility, and drive costs out of your operations.

- **Global Support Services.** Avaya's support services are backed by global resources, including more than 5,800 industry-certified service desk and backbone engineers and 34 regional network operations centers delivering 24x7 monitoring, diagnostics and problem resolution, as well as support in 14 languages.

- **Avaya Operations Services.** Avaya Operations Services are available for customers that want to out-task the proactive management and monitoring of their communications infrastructure. These services can be delivered by Avaya directly or may be private-labeled and co-delivered by Avaya authorized partners. This portfolio of multivendor managed services includes the complete suite of industry-standard IT Infrastructure



Library® (ITIL) elements, to provide multi-vendor, global management and monitoring of Unified Communications, contact center, video and data infrastructure.

## Enabling the roadmap with Avaya Global Services

Avaya understands that today's uncertain economic environment demands a prudent approach to managing costs while taking advantage of opportunities that arise as economic conditions continue to improve. That is why we provide a path for every customer based on three principles:

- **Protect.** We are committed to protecting your existing investments and allowing you to move forward at your own pace through:
  - ◇ Support services and remote diagnostic and resolution tools that provide maximum performance and stability
  - ◇ Multi-vendor management that leverages our scale and expertise in complex communications environments, allowing your IT team to focus on strategic initiatives
  - ◇ In-depth audit services to uncover cost savings in your existing environment

- **Extend.** Avaya's business communications advisory services and technical advisory services offerings can help broaden the capacity and reach of your environment's functionality. And, we develop and execute a smooth migration plan that aligns with your business needs to help you:

- ◇ Identify optimal investments for achieving your business goals
- ◇ Ensure a seamless integration of your multi-vendor environment
- ◇ Achieve tangible cost savings quickly

- **Grow.** We offer innovative business communications solutions for a wide array of industries – solutions that support growth initiatives, reduce costs and optimize critical processes. Our methodology enables you to:

- ◇ Apply transformative technologies such as leveraging analytics from your contact centers, maximizing the use of social media, and extending globalization strategies
- ◇ Adopt new capabilities using a self-funded roadmap approach that applies savings from each phase and re-invests it in the next
- ◇ Solve complex business problems through the creative use of communications technology

## Let us help you unlock your company's full potential

Guided by the best and brightest resources, Avaya Global Services can help forward-thinking companies take their communications infrastructure to the next level – from advanced IP telephony capabilities to the migration to SIP.

Our professionals are ready to assist your organization no matter where you are in the evolution of your network — whether building from scratch or upgrading to meet your accelerating business demands. We can help you unlock the full value of your communications investment — for the lifetime of your network.

## Learn more

To learn more about Avaya Global Services and our other award-winning solutions, talk to your Avaya Account Manager or Authorized partner. Also, visit us at [www.avaya.com](http://www.avaya.com).

## About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit [www.avaya.com](http://www.avaya.com).

The Avaya logo consists of the word "AVAYA" in a bold, red, sans-serif font. The letters are closely spaced and have a slight shadow effect.

INTELLIGENT COMMUNICATIONS

© 2010 Avaya Inc. All Rights Reserved.

Avaya and the Avaya Logo are trademarks of Avaya Inc. and are registered in the United States and other countries.

All trademarks identified by ®, TM or SM are registered marks, trademarks, and service marks, respectively, of Avaya Inc.

All other trademarks are the property of their respective owners. Avaya may also have trademark rights in other terms used herein.

01/10 • SVC4430

A red rectangular button with the text "avaya.com" in white, lowercase, sans-serif font.