

Avaya Small and Medium Enterprise Communications

Avaya SME Communications Solutions

As the global leader in communications for small and medium enterprises, Avaya provides solutions that best meet the needs, budgets, and evolving requirements of small to midsize enterprises.

Whether a customer requires an IP, digital, SIP software-based unified communication solution or a simple basic phone system, Avaya has the right solution to meet their needs.

Products include:

- Avaya Business Communications System (BCM)
- Avaya Integral 5 (I5)
- Avaya IP Office
- Avaya Norstar
- Avaya PARTNER®
- Avaya Software Communication System (SCS)

Note: All products are available globally with the exception of PARTNER® (Americas) and Integral 5 (Europe).

Avaya Global Services

Avaya Global Services are backed by approximately 7,000 employees worldwide, 32 network operations and technical support centers, and unique, patented design and management tools. Services for SME Communications solutions are provided through our worldwide network of channel partners who have access to the technical expertise of the Avaya Global Services organization.

Key Avaya Facts

- Avaya employs approximately 20,000 people worldwide, including 3,400 research and development professionals.
- Avaya has approximately 5,100 patents or patents pending and about 10,000 channel partners worldwide.
- Avaya products and solutions are sold in 120 countries.

Avaya is consistently recognized by industry and technology experts as a global leader and has achieved worldwide leadership positions in the following areas:

- No. 1 in Worldwide Small Business Telephony¹
- No. 1 in Worldwide Unified Communications and Telephony Systems¹
- No. 1 in Worldwide Contact Center²



- No. 1 in Worldwide Enterprise Messaging³
- No. 1 in Worldwide Audio Conferencing⁴

Gartner places Avaya in the Leaders Quadrant based on our completeness of vision and ability to execute:

- Leaders Quadrant in Gartner Magic Quadrant for Corporate Telephony, Worldwide, 2009⁵
- Leaders Quadrant in Gartner Magic Quadrant for Contact Center Infrastructure, Worldwide, 2008⁶

For more information, please visit www.avaya.com.

SME Communications Leadership

Anthony Bartolo,
Vice President and General Manager

Isabelle Guis, Senior Director,
Product Management and Marketing

Jayesh Govindarajan,
Senior Director, Engineering

About Avaya Small and Medium Enterprise Communications

Avaya Small and Medium Enterprise Communications business unit is focused on designing, building and marketing complete communications systems for organizations with up to 250 employees. From easy-to-use stand-alone systems to sophisticated and integrated multi-site solutions, Avaya helps SMEs increase the productivity of their employees, deliver superior customer service, and reduce costs. Together with thousands of certified partners in virtually every part of the world, Avaya delivers the full breadth of solutions and services that today's SMEs require.

Sources: ¹Canalys, Calendar 2008 (Line size: 20-99); ²Dell'Oro Group, Enterprise Telephony Report, 4Q08, February, 2009; ³Gartner Inc., Market Share, Contact Center: Worldwide, 2008, Drew Kraus, March, 2009; ⁴T3i Group, InfoTrack for Converged Applications, Full Year 2008, Messaging, May, 2009; ⁵Gartner Magic Quadrant for Corporate Telephony, Worldwide, 2009, August, 2009; ⁶Gartner Magic Quadrant or Contact Center Infrastructure, Worldwide, 2008, November, 2008.

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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.



INTELLIGENT COMMUNICATIONS

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