AVAYA

Experiences That Matter

Empower Your Business with Unified Communications

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Upgrading to a modern Unified Communications system is easier than you might think. And as a result you'll be better positioned to operate efficiently and compete.

Legacy systems are just not up to the task of today's communication challenges.

The digital revolution has only gained speed. It isn't just technology and capabilities that are changing, but also customer and employee expectations. People want to connect, share, and work together in multiple ways, on any device, and from anywhere. Those interactions have to be effortless.

You've got to stay nimble to stay ahead.

Moving your Unified Communications system to the cloud is an idea with huge promise, but the options can seem confusing and the process daunting. You need a resource like Avaya to simplify the possibilities and smooth your way to the right solution.

Is There a Simpler Approach to Cloud Communications?

The average business today uses up to six different cloud applications. This complexity is costly. It creates a management nightmare of overlap and interoperability problems. Multiple points of failure and security risks abound.
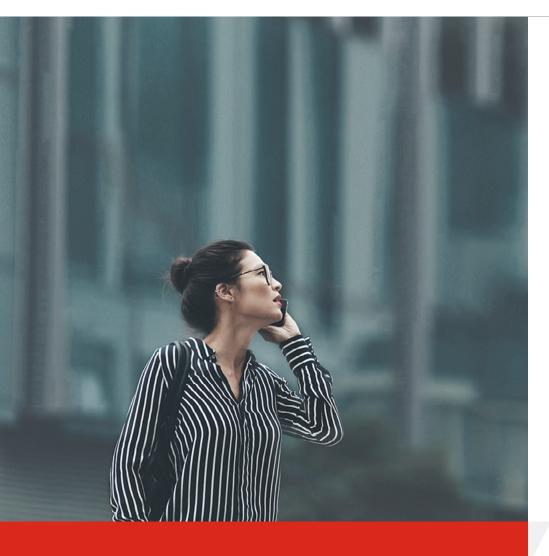
Avaya's approach to cloud is simple: **Have cloud your way.**

With Avaya you have options for your business communications: All in the cloud, on site, or a hybrid of both. It's the best of all worlds. Avaya's integrated and interoperable components give you flexibility to create a comprehensive system that matches your needs exactly. With open architecture, customization is as limitless as it is straightforward. Effortless management, sure reliability, and multi-layered security are built in.

Avaya defines simple as a complete and integrated system that lets you, your team, and your customers connect, communicate, and collaborate without boundaries. When you've got the right cloud, you can redefine Customer Experience and Unified Communications for your business.

For When You Need a True Enterprise Solution

A true enterprise solution streamlines your communications.

Replace that complex collection of disparate apps with a truly comprehensive approach that includes social, mobile, big data, and omnichannel capabilities.

At Avaya, an enterprise solution isn't just technology.

It includes dedicated experts who understand your business and have the know-how and experience to build what you need.

Avaya and Avaya Partners are on hand to train your staff, to make sure everything works – and that it keeps working. Unlike newcomers to the field, we know what it takes to support you for the long haul.

Avaya technology, people and partners combine to empower you with complete and differentiating Unified Communications and Customer Experiences while supporting your team for maximum productivity.

Tame the Complexity of Omnichannel Communications

Talking about easy is simple. Actually achieving simplicity takes experience, a proven process and the right tools.

We start every upgrade with a deep understanding of your priorities for today and for the future. We match insight into your volume patterns and modes of connection with the right features and benefits.

Designing the system isn't even the half of it. We work with you to create a practical deployment plan that fully tests each component, runs the old and new in parallel, then smoothly cuts over functions for trouble-free, uninterrupted operations.

Because managing omnichannel communications can become a quagmire, merely integrating the components is not enough. Avaya adds monitoring and reporting capabilities, with self-healing tools to keep downtime to a minimum.

"Making the complex simple is what makes communication easy for your staff, teams, and most of all, for your customers."

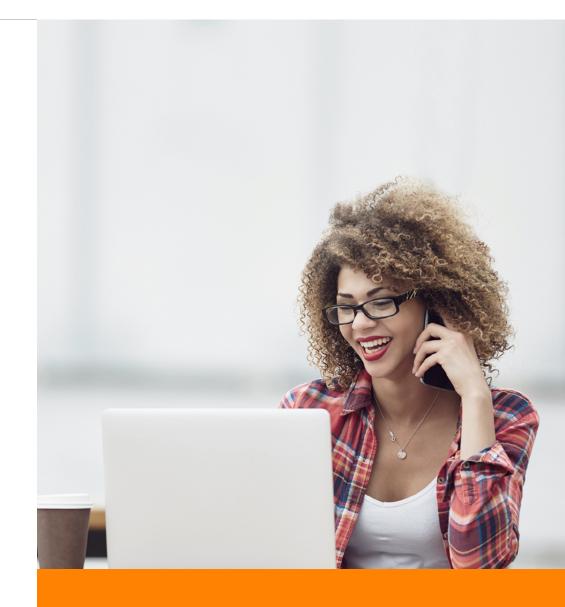# Does the Thought of Upgrading Give You Heartburn?

Over promising and under delivering is all too common. But not with Avaya.

Newcomers to Unified Communications applications lack the experience to know how much is involved and what could go wrong – especially when integrating core features and add-on components.

You need a partner who can provide training and support that makes the difference between a trouble-free system and problems with too much downtime.

Staying with Avaya to upgrade your system will save you time, trouble, and training. Keep the interfaces, processes, and features you know and depend on, but reimagined for the cloud and modern communications. That helps expedite training and reduces problems. Easy, consumer-like tools make learning new capabilities effortless and improve retention.

Avaya's new communication system options will give you decades of trouble-free operation, just like your venerable legacy solution. We don't see your upgrade as a once-and-done project. Avaya Partners are always on-hand with award-winning service. And because the pace of innovation is speeding up, we help you look ahead to scale and evolve your system.

Easing your upgrade so you can compete and win through superior communications – that's not an over promise with Avaya.

Avaya Powered By Solutions

Get the same communications solutions, tools, and benefits you receive from on premise deployments – but in a cloud model. These solutions are managed and delivered by our extensive network of partners.

Avaya Cloud Services

Get access to a full-featured communications solution without the up-front capital investment. Let Avaya worry about the deployment and management details while you focus on improving your business. We offer solutions tailored to midsize businesses and large enterprises.

Avaya Hybrid Solutions

Leveraging a common Avaya code base and reference architecture, communications solutions can be distributed across cloud and data center architectures to meet your unique needs for flexibility, scalability, reliability, and security.

Takeaways:

- Changing customer and employee expectations demand effortless omnichannel communications.
- Avaya offers complete, simple and flexible solutions:
  All in the cloud, on premise, or a hybrid of both for the best of all worlds.
- A true enterprise solution from Avaya includes omnichannel capabilities with training and expert support for the long haul.
- Avaya tames the complexity that is only growing with the speeding pace of innovation.
- We deliver on the promise of communications that deliver a superior customer experience and team productivity through any channel, on any device, anywhere.

Make the Simple Choice for Upgrading your Unified Communications System

AVAYA IS YOUR PARTNER FOR A SMOOTH TRANSITION FROM LIMITED LEGACY SYSTEMS TO A STATE-OF-THE-ART UNIFIED COMMUNICATIONS SYSTEM.

To learn more, get in touch with your Avaya Partner right away.
If you don't know who your Avaya Partner is,
contact Avaya and we will help you.

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