AVAYA

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NAME:

Avaya Inc.

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HEADQUARTERS:

4655 Great America Parkway
Santa Clara, CA 95054-1233
USA

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PHONE

1 (866) Go-Avaya

About Avaya

Avaya is a recognized innovator and leading global provider of solutions for customer and team engagement. The company provides technologies for unified communications and collaboration, contact center and customer experience management, and networking, along with related services to large enterprises, midmarket companies, small businesses and government organizations around the world. Avaya Engagement Solutions bring people together with the right information at the right time in the right context, helping to enable a higher level of engagement between customers, teams, employees and partners to improve efficiency and quickly address critical business challenges. Designed to be highly scalable, reliable, secure and flexible, these solutions help reduce costs and simplify management while providing a platform for next-generation engagement and collaboration. Furthermore, they are available in a variety of deployment models including public, hybrid and private cloud as well as on a customer's premises. Avaya offers solutions in three major categories of solutions for better engagement: Team Engagement Solutions; Customer Engagement Solutions; and Fabric Networking. All three are supported by Avaya's portfolio of professional and support services.

Team Engagement Solutions

Avaya is a global leader in team engagement solutions based on unified communications and collaboration technologies. Avaya's Team Engagement Solutions quickly and seamlessly bring together the right people at the right time with the right information to deliver business results. Avaya Team Engagement Solutions enable people to focus on the purpose of their interactions instead of the mechanics that enable them to occur.

Today's workforce is highly distributed, mobile, and seeks access to people and information through multiple channels and devices. Employees need to work with colleagues based in headquarters, regional centers, branch offices, and other remote locations, along with those within the enterprise ecosystem inclusive of supply chain, service providers, channels, and customers.

Avaya Team Engagement Solutions empower people to communicate and collaborate using any modality, independent of location, network, or

Team Engagement Solutions

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Customer Engagement Solutions

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Networking

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Avaya Services

device. The solutions run on an enterprise-class platform that is highly open, reliable, scalable, and secure. Avaya also provides the platform and tools, within the Avaya Engagement Environment, that enable enterprise business analysts, developers and ISVs to rapidly create and deploy communication applications that are embedded into their business processes and applications.

Customer Engagement Solutions

Avaya is a global leader in the contact center market, offering highly reliable, intelligent and scalable solutions that help businesses deliver an exceptional customer experience, build customer loyalty, reduce total cost of ownership and compete more effectively.

Avaya helps organizations transform customer service to rich, sustainable customer relationships from "one-off" transactions. Avaya's solutions help organizations understand each customer's unique needs and preferences and dynamically manage their experience by bringing the right resources to each interaction for a higher rate of resolution on a customer's first contact.

Avaya's Customer Engagement Solutions support multi-channel interactions, intelligent routing, self-service and proactive communication to improve customer engagement. In addition, extensive workforce optimization, analytics and reporting capabilities provide companies with actionable insights that can improve profitability and customer retention. Avaya's Customer Engagement Solutions enable businesses to transform the customer experience, one great interaction at a time.

Networking

Avaya's Fabric Networking portfolio delivers a broad range of feature-rich products and differentiated technologies that combine to form simple, effective, scalable, and business-orientated solutions. Wired and Wireless, Access and Core, Campus and Data Center, Desktop and Branch; all aspects of business communications are integrated by Avaya's unique, pioneering solutions that emphasize management simplicity, network resiliency and optimal performance of communications and business applications.

The Avaya Fabric Networking architecture provides the framework for businesses to implement integrated next-generation solutions from a variety of complementary components. Avaya Fabric Networking is leading the industry with solutions for mobility and BYOD, Edge-only and zero-touch configuration, and application optimization; uniquely, Avaya's solutions scale from the mid-market to large enterprise, all with an operational consistency that reduces the plan, build, and run burden.

Avaya Services

Avaya's award-winning services organization is a comprehensive and robust suite of offers in which Avaya consults, enables, supports, manages, optimizes and even outsources its clients' team engagement, customer engagement and networking solutions. Avaya's services enable customers and partners to mitigate risk, reduce total cost of ownership and optimize solution performance based on customers' unique business needs.

Avaya's Support Services are backed by experts in 28 support centers around the world, handling more than two million service requests annually in 16 languages in 42 countries. The Avaya Support Website uses advanced technology and best practices in user design to deliver a comprehensive service experience while using Avaya technology to support Avaya products and solutions. Over 85 percent of Avaya support customers take advantage of the Avaya Support Website, and 46,000 issue resolutions are found each month without agent assistance. Avaya experts resolve 83 percent of issues in less than one hour via Avaya chat and have the groundbreaking ability to deliver Web Talk and Web Video to customers to enable communication with live agents in the way that works best for the customer. The Avaya Support Website provides Avaya's customers with fast, powerful and flexible support for faster resolution.

SENIOR LEADERSHIP

Kevin Kennedy, President and Chief Executive Officer

Gary E. Barnett, Senior Vice President & General Manager, Collaboration

Jim Chirico, Chief Operating Officer & Global Sales Leader

Fari Ebrahimi, Senior Vice President & Chief Information Officer

Amy Fliegelman Olli, Senior Vice President & General Counsel

Jerry Glembocki, Senior Vice President, Quality Program Office

David Gudmundson, Vice President, Segment Leadership Groups

Morag Lucey, Chief Marketing Officer

Laurent Philonenko, Senior Vice President of Corporate Strategy & Development CTO

Marc Randall, Senior Vice President and General Manager, Avaya Networking

Mike Runda, Senior Vice President and President, Client Services

Dave Vellequette, Senior Vice President and Chief Financial Officer

KEY AVAYA FACTS AS OF MARCH 2017

• Avaya employs more than 9,700 people worldwide.

• Avaya has 5,500 patents and pending patent applications, including foreign counterparts. Avaya has more than 7,000 channel partners worldwide, including distributors, service providers, dealers, value-added resellers, system integrators and business partners that provide sales and service support.

INDUSTRY RECOGNITION

Avaya is consistently recognized as a global leader by industry and technology experts and has achieved leadership positions including:

• No. 1 in Worldwide Contact Center[1]

• No. 1 in Worldwide Unified Messaging[2]

• No. 1 in SME Telephony[3]

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

• Leaders Quadrant in Gartner Magic Quadrant for Unified Communications[4]

• Leaders Quadrant in Gartner Magic Quadrant for Contact Center[5]

• Leader in Aragon Research Globe for Web and Video Conferencing[6]

Sources: [1]Canalys, Worldwide Contact Center Market and Forecasts, 2015, August 2016; [2]IHS Technology, Enterprise Unified Communications and Voice Equipment, Unified Messaging Worldwide Market Share 2016, March 2017; [3]Dell'Oro Group, Enterprise Telephony Report, 4Q16, March, 2017; [4]Gartner Magic Quadrant for Unified Communications, Bern Elliot and Steve Blood, August 2015; [5]Gartner Magic Quadrant for Contact Center Infrastructure Worldwide, Drew Kraus et al., May 2016; [6]Aragon Research Globe for Web and Video Conferencing, Jim Lundy, December 2016.

The Magic Quadrants are copyrighted 2015 by Gartner, Inc. and are reused with permission. The Magic Quadrant is a graphical representation of a marketplace at and for a specific time period. It depicts Gartner's analysis of how certain vendors measure against criteria for that marketplace, as defined by Gartner. Gartner does not endorse any vendor, product or service depicted in the Magic Quadrant, and does not advise technology users to select only those vendors placed in the "Leaders" quadrant. The Magic Quadrant is intended solely as a research tool and is not meant to be a specific guide to action. Gartner disclaims all warranties, express or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.

About Avaya

Avaya enables the mission critical, real-time communication applications of the world's most important operations. As the global leader in delivering superior communications experiences, Avaya provides the most complete portfolio of software and services for contact center and unified communications with integrated, secure networking — offered on premises, in the cloud, or a hybrid. Today's digital world requires some form of communications enablement, and no other company is better positioned to do this than Avaya. For more information, please visit www.avaya.com.