



PRODUCT
BRIEF

Avaya Global Services Introduces New Support Options

Avaya Software Support and Hardware Maintenance Options Supporting Intelligent Communications

Intelligent Communications is about integrating technology which connects your communication solutions with process oriented systems to gain efficiencies and a competitive advantage.

This is achieved by leveraging open architectures, common network infrastructures and SIP/SOA (Session Initiation Protocol/Service Oriented Architecture) capabilities. Avaya is able to bring additional value to you by providing various products (hardware and software) and services that support these highly integrated solutions. This movement toward Intelligent Communications enables Avaya to focus on Software Applications to drive the value of communications, and to expand our focus on vertical applications, placing less emphasis on proprietary hardware.

In support of Intelligent Communications, Avaya is introducing new flexible support options to support your Software, Hardware, Monitoring and Diagnostic needs. As the world we live in continues to evolve, the need to leverage software applications for increased productivity and process improvements is essential. The services that design, integrate, manage and support these software applications become even more important. Avaya Global Services provides a full array of services that provide in-depth levels of support to care for the evolution of your business and your solutions.

These new offers provide:

- Consistent and standardized support services across the globe
- Competitive industry pricing within the marketplace

- Flexibility
- Investment protection options
- The ability to facilitate the migration to an open architecture
- Needed assistance when migrating from TDM to IP Telephony

Avaya Global Services will be offering these support options in 3 basic categories:

- Software Support
- Hardware Maintenance
- IP Support Services

Software Support and Hardware Maintenance will apply to new products and new releases as they become available within the market. As you upgrade to new solutions, new support offers will apply. If your systems are currently covered by an existing Avaya Maintenance Contract, you will continue to be serviced with the same quality of excellence.

There are two **Software Support** options: Software Support and Software Support Plus Upgrades. All new product releases will require some level of Software Support.

Software Support is available on a one-year Prepaid term. Software Support Plus Upgrades is available on a three-year term which may be fully prepaid in advance or in one-year prepayment terms. The chart below depicts the benefits of each offering.

Software Support

Hardware Maintenance

Proactive IP Support



Software Support Options

Service Benefits	Software Warranty (90 Days)	Software Support 24x7 (1 Year Term – Prepaid Term)	Software Support Plus Upgrades 24x7 (3 Year Term – available in 1 or 3 year Prepaid Terms)
Software media replacement	•	•	•
Access to on-line software patches	•	•	•
Access to self-help website	•	•	•
Access to minor releases		•	•
Ticket creation via the web		•	•
Remote software solution support assistance via the telephone		•	•
Upgrades to major releases (Software Upgrade Protection Plan)			•

Partner Support Services (PSS) – Hardware Maintenance Avaya Global Services also provides hardware coverage options through its accredited BusinessPartner's. Options for Hardware support consist of 3 distinct offerings: Remote Hardware Support 24x7, Remote Hardware Support with Advance Parts Replacement 24x7 and On-Site Hardware Maintenance which is available on a 24x7 or 8x5 basis. All of the hardware options are available through accredited Channels.

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The chart below shows the benefits of each of these offerings:

Hardware Maintenance Options

Service Benefits	PSS Remote Hardware Support 24x7	PSS Remote Hardware Support with Advance Parts Replacement 24x7	PSS On-Site Hardware Maintenance 8x5 & 24x7
Advanced hardware replacement parts		Shipped same business day*	Delivered to site & replaced by Engineer*
On-line access to firmware fixes	•	•	•
Access to Avaya self-help website	•	•	•
Ticket creation via the web	•	•	•
Hardware remote technical support assistance via the telephone	•	Available 24x7 for major troubles	Available 24x7 for major troubles
On-site support			Business Day or 24x7

Note: Hardware Maintenance options can only be purchased if you have an Avaya Software Support or Avaya Software Support Plus Upgrades contract. Not all options are available in all Countries – please consult your Accredited BusinessPartner.

*Restrictions apply

When you are comparing new support choices, select the option that best meets the support needs of your business, providing the coverage you need at the time your implementation is complete. This will ensure that you have access to Remote Technical Support and other needed services during the warranty period, as well as helping you avoid additional risks for your business.

EXPERT Systems monitoring options are available to those customers that elect to purchase a PSS Hardware Maintenance offer with their Software Support option. However, if you are planning to or have already migrated to IP Telephony, you should strongly consider selecting IP Support Services. Ongoing support is critical to keeping IP Telephony applications running at their best. Building on the value and capabilities of maintenance services while leveraging the power of EXPERT SystemsSM, IP Monitoring Support provides proactive, secure, real-time monitoring, and problem isolation for converged networks so that IP telephony applications keep performing with high reliability and Quality of Service.

IP Support Services provide:

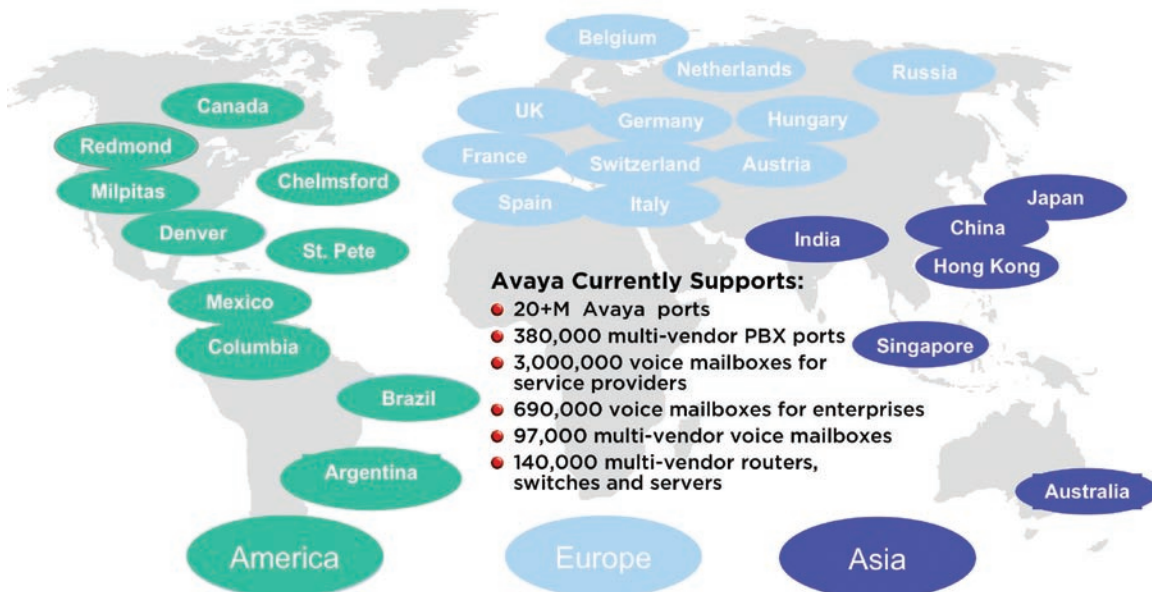
- 24 x 7 monitoring of Voice and Data networks
- Remote Diagnostics and trouble resolution, addressed by Avaya Patented EXPERT SystemsSM and award-winning Avaya Enterprise Services Platform, which:
- Maintains interrelationships of critical components

- Provides real-time monitoring and analysis to pinpoint trouble and maximize your network's availability and QoS across all devices
- Places you in the drivers' seat based on your defined business rules and policies
- Maintains security integrity through secure SOX-compliant connections and through the industry-leading Avaya technical engineering team

There are 3 IP Support offerings.

- **Proactive IP Support** provides continuous, real time monitoring of your entire voice and data network.
- **The Remote Managed Services for IP Telephony – Enhanced** offering builds off of the basic IP Support Service and includes the Management of the Communication Manager elements.
- **The Remote Managed Services for IP Telephony – Premium** offer cares for the complete monitoring and management of both the voice and data elements within the network.

Avaya Global Services Delivery provides Best-in-Class Remote Monitoring, Diagnostics and Trouble Resolution through over 2000 service professionals in our 28 combined network operations and technical support centers via EXPERT SystemsSM and the award winning Enterprise Services Platform which watches over your solutions round-the-clock. As your applications continue to become increasingly important to your enterprise, having 24x7 coverage is a necessity.



The Avaya Global Services Delivery Organization continues to invest in people, processes, tools and technology. By reorganizing our global team of technical experts, we are able to leverage our talent to match the correct technical resource and language skills to the

problem or concern you are encountering. By providing world class support across the globe and through these new flexible 24x7 support options, Avaya will continue to be your partner in Intelligent Communications.

About Avaya

Avaya enables businesses to achieve superior results by designing, building and managing their communications infrastructure and solutions. For over one million businesses worldwide, including more than 90 percent of the FORTUNE 500®, Avaya embedded solutions help businesses enhance value, improve productivity and create competitive advantage by allowing people to be more productive and create more intelligent processes that satisfy customers.

For businesses large and small, Avaya is a world leader in secure, reliable IP telephony systems, communications applications and full life-cycle services. Driving the convergence of embedded voice and data communications with business applications, Avaya is distinguished by its combination of comprehensive, world-class products and services. Avaya helps customers across the globe leverage existing and new networks to achieve superior business results.

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