

Supporting Intelligent Communications with Avaya Software Support and Hardware Maintenance

With Intelligent Communications, key business processes are tightly integrated with communication and collaboration capabilities to help your business operate faster and more efficiently. It's more important than ever to ensure that your communications investment is protected by selecting the right level of ongoing support to maximize the uptime and efficiency of your solution.

As a business leader you want to make your workers more productive, your customers more satisfied, loyal, and willing to spend, and your business processes more efficient. Avaya understands these challenges. Our Intelligent Communications software and hardware solutions optimize communications to allow you to interact with your customers, employees, and suppliers regardless of their location or the type of device they are using. This is achieved by leveraging open architectures, common network infrastructures and leading edge SIP and SOA (Session Initiation Protocol / Service Oriented Architecture) capabilities.

To help your business fully leverage Intelligent Communications, Avaya has introduced new and highly flexible support options for maintaining your critical communications software and hardware at peak performance. Avaya Global Services offers these support options in four basic categories that give you

the ability to choose the type of support that meets the specific needs of your business:

- Software Support
- Hardware Maintenance
- IP Support Services

Software Support

To help your critical communications software deliver maximum performance, Avaya offers two levels of support: Software Support and Software Support Plus Upgrades. Both offers give your business 24x7 software support either by phone or on the web, and access to all security enhancements and Service Packs for minor updates. Each offer is backed by the power of Avaya Global Services Delivery, with 27 Technical Network Operation Centers around the world that operate 24-hours a day in 16 languages.

For businesses seeking maximum protection for their communications investment, we recommend Software Support Plus Upgrades, which includes all major software upgrades. Because many communication applications have a major release every 12-18 months, most customers with Software Support Plus Upgrades experience compelling savings on software upgrade costs alone. With the rapid advancement of SIP and SOA technology, releases could be even more frequent. Utilizing the latest software release provides you with the most powerful tools to help your business gain a competitive edge. The bottom line is that Software Support Plus Upgrades helps ensure that your business will have immediate access to Avaya innovations during this time of rapid technological advancement.

Software Support is available in 1 to 5 year terms. Software Support Plus Upgrades and Software Support Plus Upgrades with Fused IP Support Services are available on 3,4 and 5 year terms. All three options may either be prepaid for the entire term, prepaid annually or paid quarterly.

Avaya has made significant investments over the past year enhancing the level of service that customers receive, including hiring and/or training almost 2,000 software and professional services experts with industry certifications to support your systems. We continue to develop new tools, such as InSite Knowledge Management. These are some of the enhancements designed to provide you with detailed information about your network performance and assist in rapid diagnostics and remediation. Best of all, these tools are free for customers with software support contracts.

The following chart details the key benefits of each offer.

Key Features and Options of Avaya Software Support

HealthCheck can also provide you with a copy of the Avaya Software Compatibility Audit (ASCA) , which verifies the Software and Firmware versions that are installed on our solutions and will give you the latest generally available software and firmware.

| Service Benefits | Software Support Plus Upgrades with Proactive IP Support Services (Day 1 Billing) | Software Support Plus Upgrades 24x7 (Day 1 Billing) | Software Support 24x7 (Day 1 Billing) |
|--|---|---|---------------------------------------|
| Holistic, Proactive Monitoring of Avaya IP telephony platforms, associated gateways and phones, and the data network | ✓ | | |
| Upgrades to major releases (Software Upgrade Protection Plan) | ✓ | ✓ | |
| Access to minor releases with new feature functionality | ✓ | ✓ | ✓ |
| Access to on-line software patches | ✓ | ✓ | ✓ |
| Remote software solution support assistance via the telephone | ✓ | ✓ | ✓ |
| Ticket creation via the web & the ability to customize and receive Case Status Alerts | ✓ | ✓ | ✓ |
| The ability to purchase Hardware Maintenance | Must purchase some level of hardware | ✓ | ✓ |
| Access to self-help website/New InSite Knowledge Management Tool/Technical Documentation | ✓ | ✓ | ✓ |
| Software media replacement | ✓ | ✓ | ✓ |



Hardware Maintenance

For your key underlying hardware, maintenance for communications voice servers and gateways is offered at three levels:

- 24x7 Remote Hardware Support
- Remote Hardware Support 8x5 with Advance Parts Replacement
- 24x7 Remote Hardware Support with Advance Parts Replacement
- On-Site Hardware Maintenance, which is available on a 24x7 or 8x5 basis.

With Hardware Maintenance, you will receive EXPERT SystemsSM monitoring, diagnostics, and resolution of system-generated alarms,

helping to keep your systems more reliable and available. The combination of Software Support Plus Upgrades and Hardware Maintenance provides the best value in terms of comprehensive support for your communications solution. With Avaya Hardware and Software maintenance, your business will be supported by our certified engineers, as well as our proactive support tools, which can identify, isolate, and resolve 99% of troubles remotely, often without human intervention.

All levels of hardware maintenance are available in multi-year terms with either prepay or quarterly payment terms. The following chart summarizes the major benefits of each offer.

Hardware Maintenance will provide you access to HealthCheck Reports, extremely valuable in checking your systems configuration settings. HealthCheck is a proactive tool designed to help identify potential problems or areas within your system's configuration that could be changed to improve performance. HealthCheck will automatically run hundreds of commands and

compare your system settings to those that Avaya R&D would recommend for optimal performance. Because HealthCheck also identifies potential issues that have caused customers problems in the past, we provide detailed reports identifying these issues. This can help you fix problems before they affect your business. HealthCheck looks at the health of your Communication Manager

Platforms Version 2 and later, Firewall, Media Gateways, Port Speeds, Traffic and much more. It will also run checks on all versions of Modular Messaging Storage Servers, LX Audix, INTUITY™ Audix® and CMS. In addition, the reports provide recommended actions and can link to Avaya InSite Knowledge Management for more information on the recommendation that was provided.

Key Features and Options of Avaya Hardware Maintenance

| Service Benefits | On-Site Hardware Maintenance 8x5 & 24x7 (Day 1 Billing) | Remote Hardware Support with Advanced Parts Replacement (24x7) (Day 1 Billing) | Remote Hardware Support 8x5 with Advanced Parts Replacement (Day 1 Billing) |
|--|---|--|--|
| On-site hardware support of equipment replacement and operating system notices (hours are contingent on the option selected 8x5 or 24x7) | ✓ | | |
| Preventive maintenance, Surge Protection, Emergency Service Support | ✓ | | |
| EXPERT Systems SM Monitoring | ✓ | ✓ | ✓ |
| Hardware remote technical support assistance via the telephone 24x7 for major troubles | ✓ | ✓ | ✓ |
| Hardware replacement parts On-line access to firmware fixes | ✓ | ✓ | ✓ |
| Ticket creation via the web and the ability to customize and receive Case Status Alerts | ✓ | ✓ | ✓ |
| Access to InSite Knowledge Management and HealthCheck Reports | ✓ | ✓ | ✓ |

When comparing support choices, select the coverage option that best meets the needs of your business and will provide the appropriate level of protection once your implementation is complete. By selecting a Hardware Maintenance option at the time of purchase, your company will receive all of the benefits of the offer selected during the 1 year warranty period.

IP Support Services

Identifying the source of an alarm in an IP environment can be complex without the right tools and expertise. For customers who want to leverage Avaya's experience and advanced monitoring platforms, Avaya IP Support Services can provide around-the-clock monitoring and trouble resolution across your entire converged voice and data communications network. Proactive IP Support provides continuous, real time

monitoring of your entire voice and data network. With Communication Manager 5.0 and beyond, Avaya is offering Software Support Plus Upgrades fused with IP Support Services to provide a packaged solution.

The following chart summarizes the key benefits of the Proactive IP Support Service. This offer helps your business ensure continuous network availability, reliability, security and quality of service (QoS).

| Service Benefits | Proactive IP Support |
|--|----------------------|
| IP Telephony Support with Convergence Expertise (Voice and data) | ✓ |
| Secure & Continuous Proactive Monitoring of your Avaya Products and the Entire IP Network for Fault Detection of Both Voice and Data | ✓ |
| Case management of IP Telephony Issues Affecting Avaya Products | ✓ |
| Fault Isolation and Resolution for Voice | ✓ |
| Security Monitoring for IP Telephony | ✓ |
| Notification of Events within 15 Minutes | ✓ |
| Monthly Reports | ✓ |
| Service level Objective | ✓ |
| Customer Portal | ✓ |

Global Support Services – a key Avaya advantage for your business

With all Avaya Software Support, Hardware Maintenance and IP Support Services, our customers have direct around-the-clock access to Avaya Global Support Services (GSS) team, a 2,200+, strong group of support professionals in 27 technical centers around the globe – that provides a single point of accountability for technical support, including rapid trouble isolation, priority response and resolution.

Since all of our GSS support centers utilize the same tools, processes and systems, multi-national companies can be assured

that all of their sites – regardless of where in the world they are located – will receive the same level of excellent support.

Compared with other relative newcomers to the converged communications space, Avaya's experience and industry leadership extends back to the very beginnings of enterprise-grade IP Telephony. In practical terms, this means that the entire Avaya technical team – including our Research and Development staff – are available to your business to help ensure continuous peak performance of your critical communication applications.

The experience and expertise of our software experts is complemented by an extensive set of best practices ranging from Six Sigma quality techniques to ITIL (IT Infrastructure

Library) principles that help you obtain the maximum business value and performance from your technology investments. Using these tools and best practices, our Global Services Delivery team continues to push for higher and higher levels of excellence. One recent example: over the past 18 months – average restoration times for customers has been reduced by 24%.

The bottom line for business decision makers? Avaya software, hardware and IP support services provide your enterprise with expert and highly flexible support options and investment protection that meet the needs of your specific business to leverage the full benefits of Intelligent Communications.

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.



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