



Avaya OneCloud™ UCaaS Customer Presentation

May 20 Edition



Always-On Business

Experience Economy

Bricks to clicks

All-night shoppers

Always-on, collaborative

Work blended life

Work is value delivered



Bricks & mortar

9-5 shoppers

Planned, defined

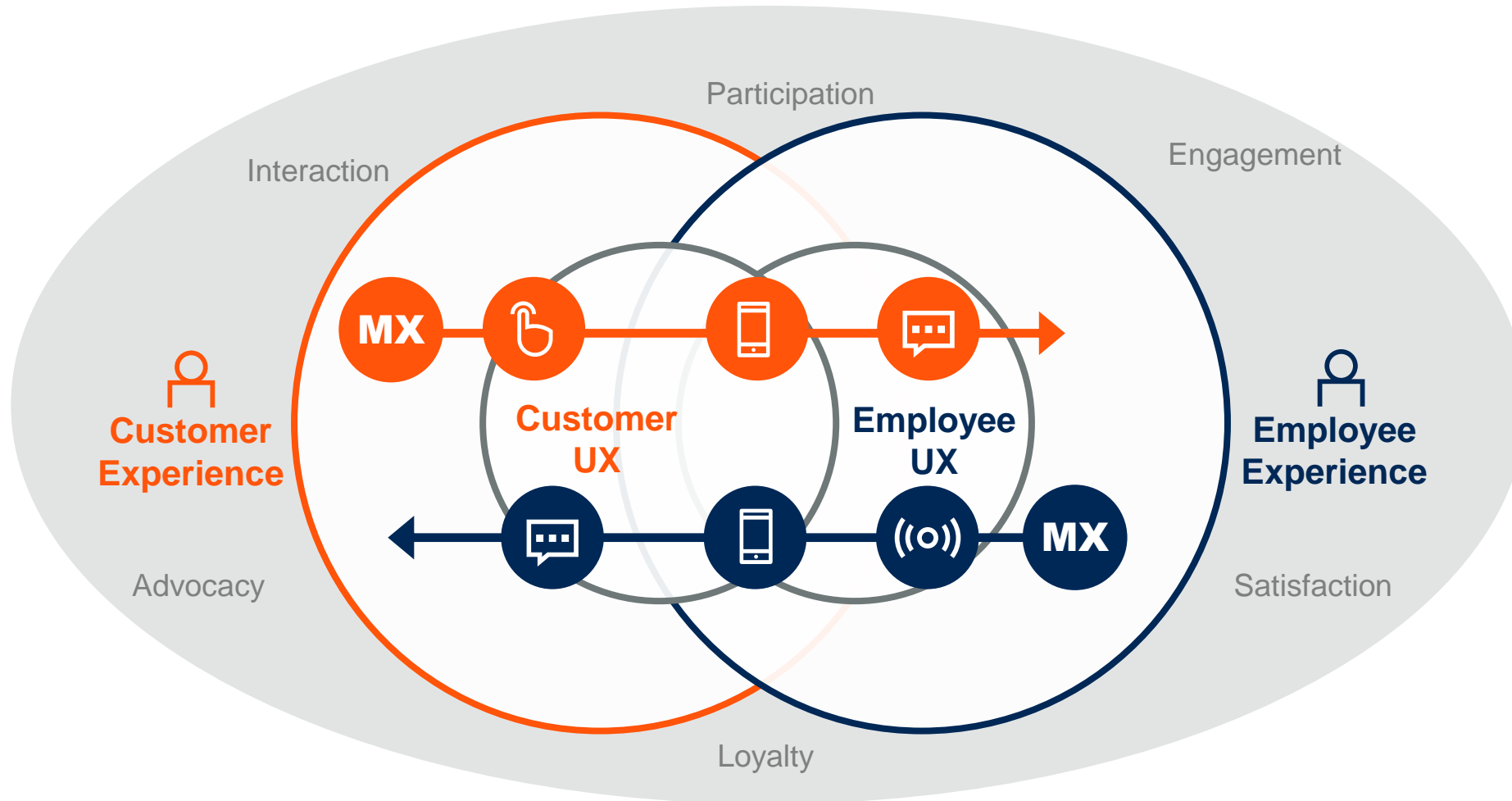
Work / life balance

Work is place to go

New Business Models Are Required

Total Experience

Experience Design Must be Combined



Source: Gartner, Executive Guide to Total Experience, Jason Wong, Michael Chiu, Brent Stewart, Don Scheibenreif, Michelle Duerst, Saul Brand, 2020.



Work is
anywhere

The Digital Workplace

Powered by Employees



AI enables better
working together



Work is cognitive,
unplanned, fluid

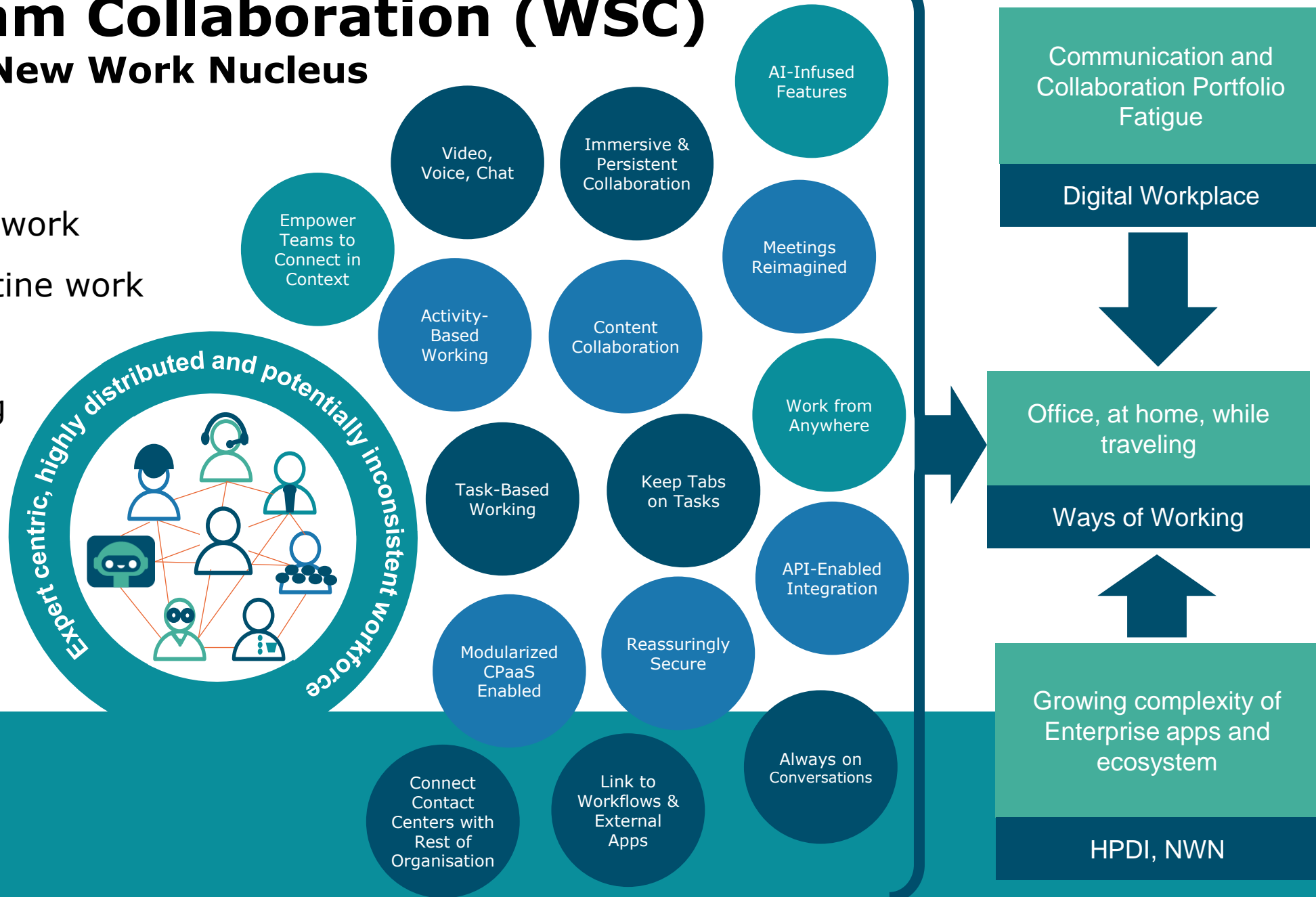


Everyone
is customer facing

Workstream Collaboration (WSC)

Central to the New Work Nucleus

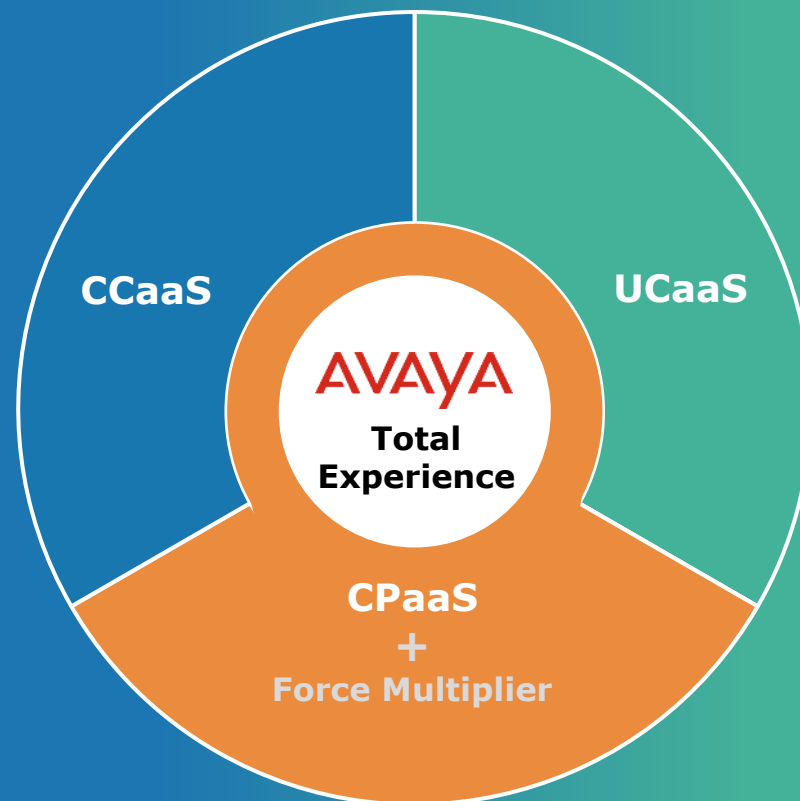
- Cross department work
- Dynamic, non-routine work
- Rapid response
- Exception handling
- B2B collaboration



Avaya OneCloud™

AI-Powered Experience Platform

**The Future Customer
Experience Center**



**The Future Digital
Workplace**

Multi-Cloud Application Ecosystem

Composable at the core, innovation at the edge



Google Cloud



Microsoft Azure

Avaya OneCloud UCaaS



Workstream Collaboration

**Always-on, continuous
collaboration for distributed,
unpredictable work**



Conferencing & Meetings

**Meet anywhere for faster,
better outcomes**



Calling & Messaging

**Solve problems with clear,
reliable calling & secure
communications**

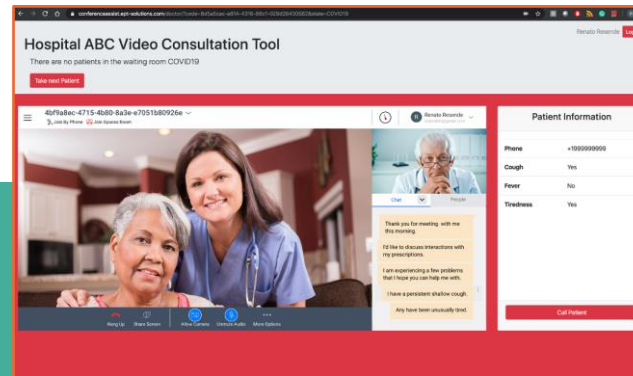
Innovation with CPaaS at the Core

Composable Collaboration Platform Architecture



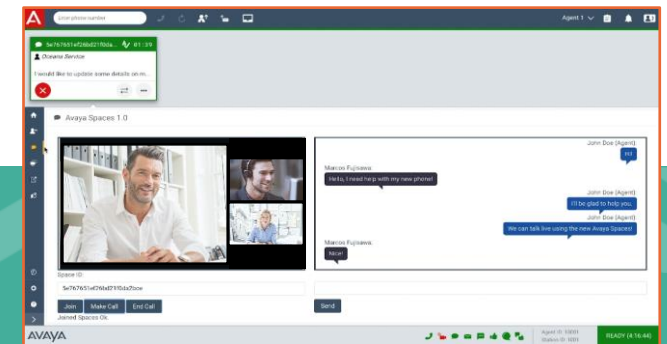
Distance Learning

Central 'Space' hub, Virtual WebRTC classroom, Class feed



Healthcare Consultation

Patient queue, WebRTC video, SMS notifications



Combined UC & Contact Center

'Space' hub for interaction, WebRTC video, Rich chat

Workstream Collaboration



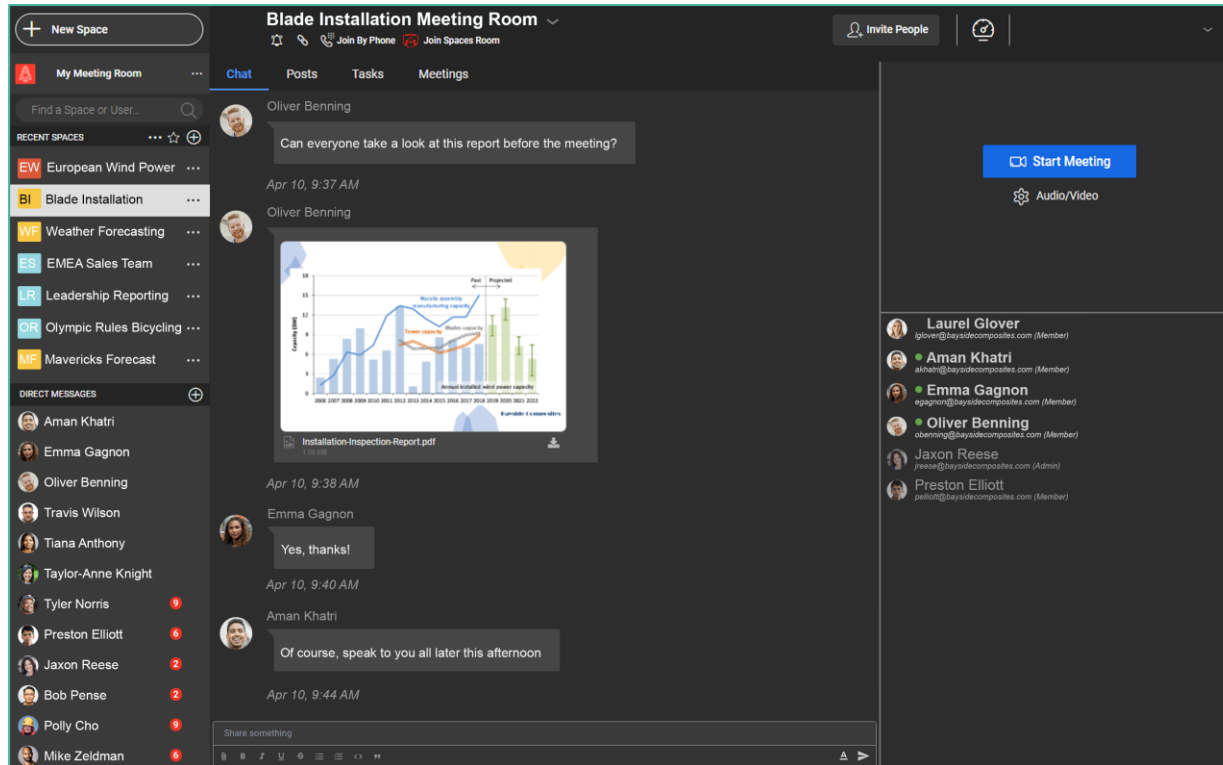


“Avaya opened my eyes to see the bigger picture of how remote collaboration could transform my business and the way we do business beyond the pandemic..”

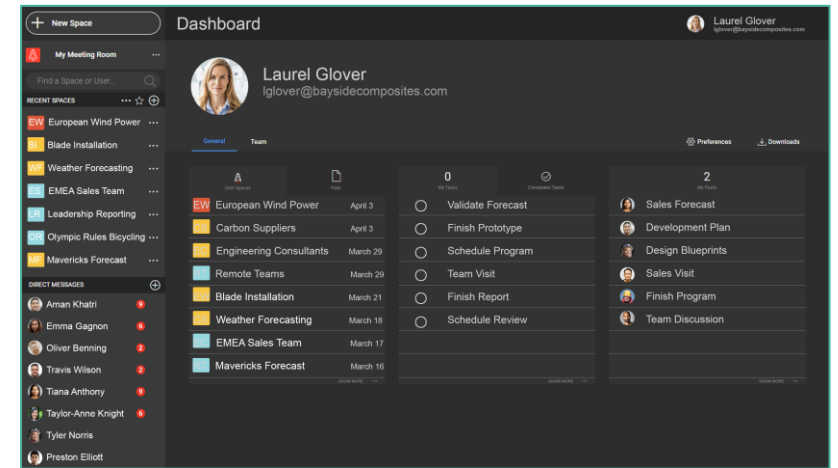
- **Denny Thompson**
Owner of 6 Points

Avaya OneCloud UCaaS

Modern Workstream Collaboration Platform For the Work From Anywhere Era



Team Messaging, File Sharing, Calling



Task Management



Meetings



Keep the Conversation Going with Workstream Collaboration

- The new dial tone – surpassing calls & email
- Online team spaces for work & projects – chat, posts, files, tasks all in one place
- Conversation in & out of meetings
- Saves everything, no need to remember it all
- Notifications to stay current
- Universal search to find anything

Go Beyond the Meeting 'Event' for Business Outcomes

Before

- Agenda
- Schedule
- Location
- Invitation
- Context
- Documents
- Collaboration
- Chat



During

- Ease of joining
- Internal / external
- Scale
- A/V quality
- Content sharing
- Security
- Recording
- Notes
- Chat



After

- Review notes
- View recording
- Follow-ups
- Track tasks
- More documents
- Collaboration
- Chat



Conferencing & Meetings



McMaster
University



“The amount of money we’re spending for the value we’re getting is incredible. Moving forward with Avaya was the ultimate no-brainer.”

- **Paula Brown**

**Senior IT Manager – Enterprise Networks
McMaster University**

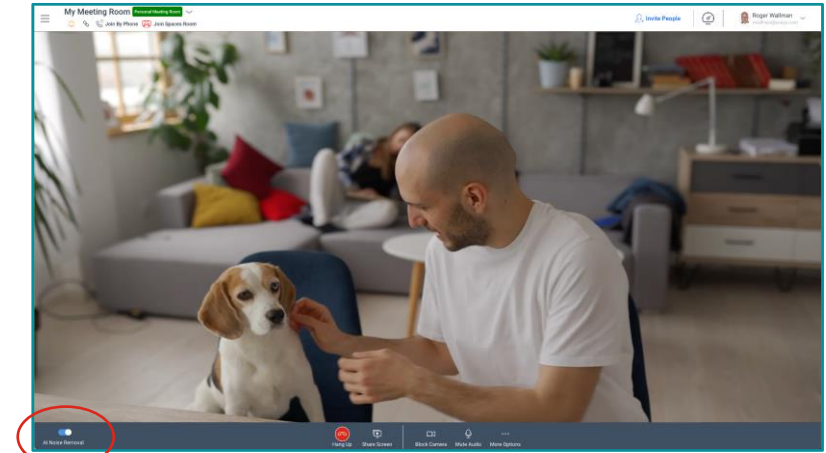
Better Experiences with NVIDIA AI

Create the Right Environment from Anywhere

61 Participant 'Concert' Layout



AI Noise Removal

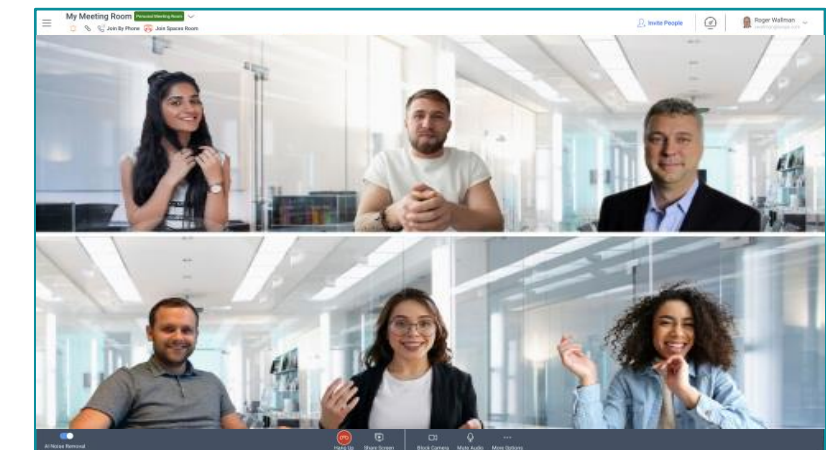


Meet on the
Street with AI
Noise Removal
& Virtual
Backgrounds

AI Immersive Presenter



AI Background Replacement



Enhance the Experience

Blending Virtual & Physical



Redefine the Office Huddle Room

Radically easy, exceptional big screen
Digital Workplace experience

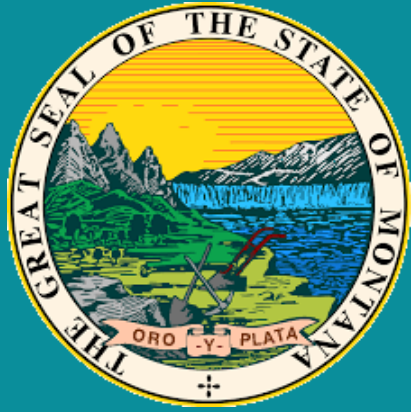


Enhance Home Office Experience

Works with TV and any meeting/
social app, enables everyone to
gather/use large screen

Calling & Messaging





“Avaya’s technology humanizes emergency response for us...Avaya’s solutions got us to that next level we needed for our citizens and end users.”

- Jeff Unger

**State of Montana
Information Technology Services**

Power Your Calling & Messaging with Cloud



Never Miss a Call

One number, multiple devices, any mode

Be reached on first try

Turn device into office extension



Redundancy & Resiliency

99.999% uptime

Geo-redundant backbone

24/7 NOC

Standards-based QoS



E911 Safety

Life-saving technology

Comply with Kari's Law & Ray Baum's Act

Work from anywhere
location ID



Stay Secure

Encrypted everywhere,
extensive host security

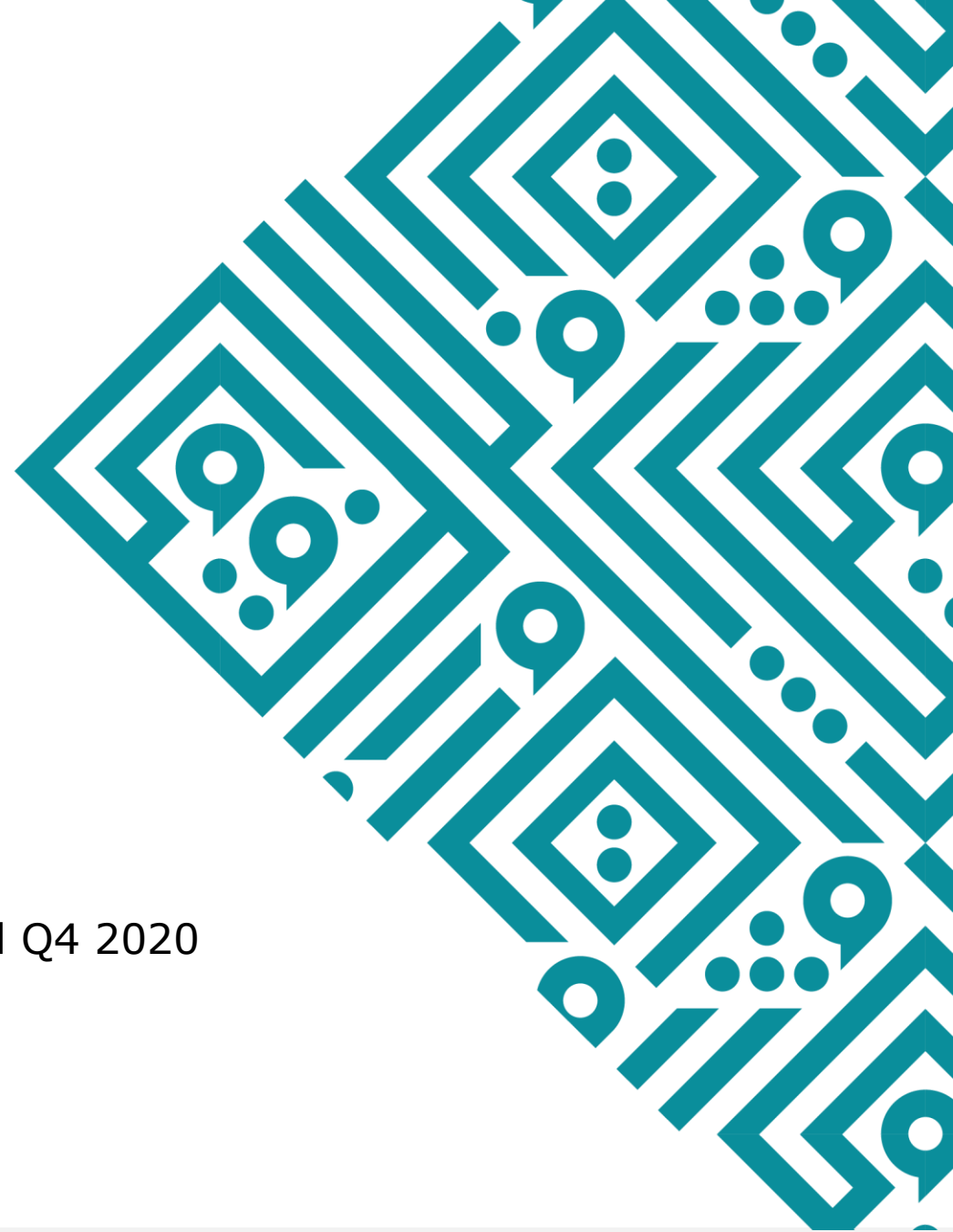
Automated monitoring,
audits, event reporting

Data privacy, HIPAA

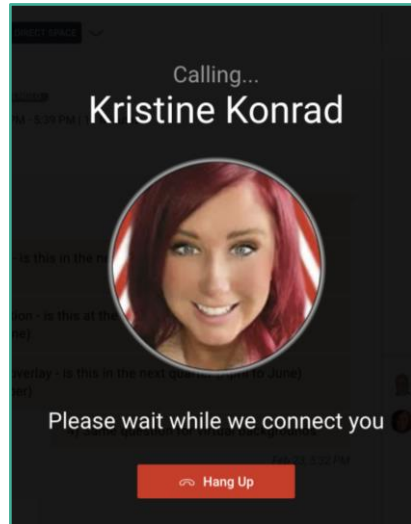


76% of business users still rely on traditional PBX environments for their calling, often operating standalone from their modern collaboration tools

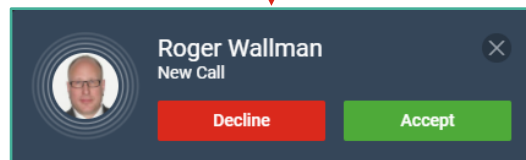
—MZA Hosted/Cloud Business Telephony Forecast – published Q4 2020



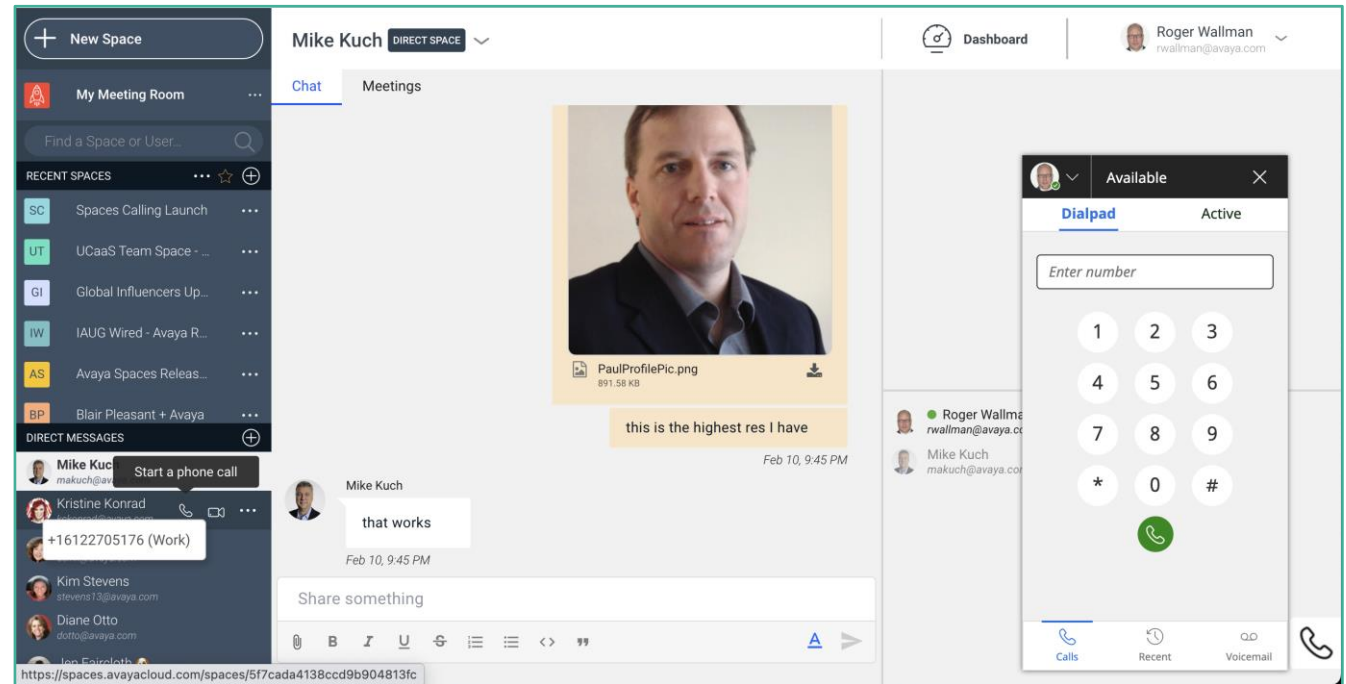
Transform On-Premise Telephony



Client-less WebRTC UX



- Spaces to Spaces users
- Canned messages to decline



- Leverages on-premise telephony
- No download, adoption ease
- Corporate directory access
- Telephony & Subscription benefits

Make Your Calls Total Experience



Make the Experience Even Better

Devices Tailored for Different Users & Workspaces

Redefines the Office and Home Office Experience



Mobile Handsets



Huddle Systems



IP Phones



Multimedia Devices



Conference Phones

Attractive Device-as-a-Service Plans

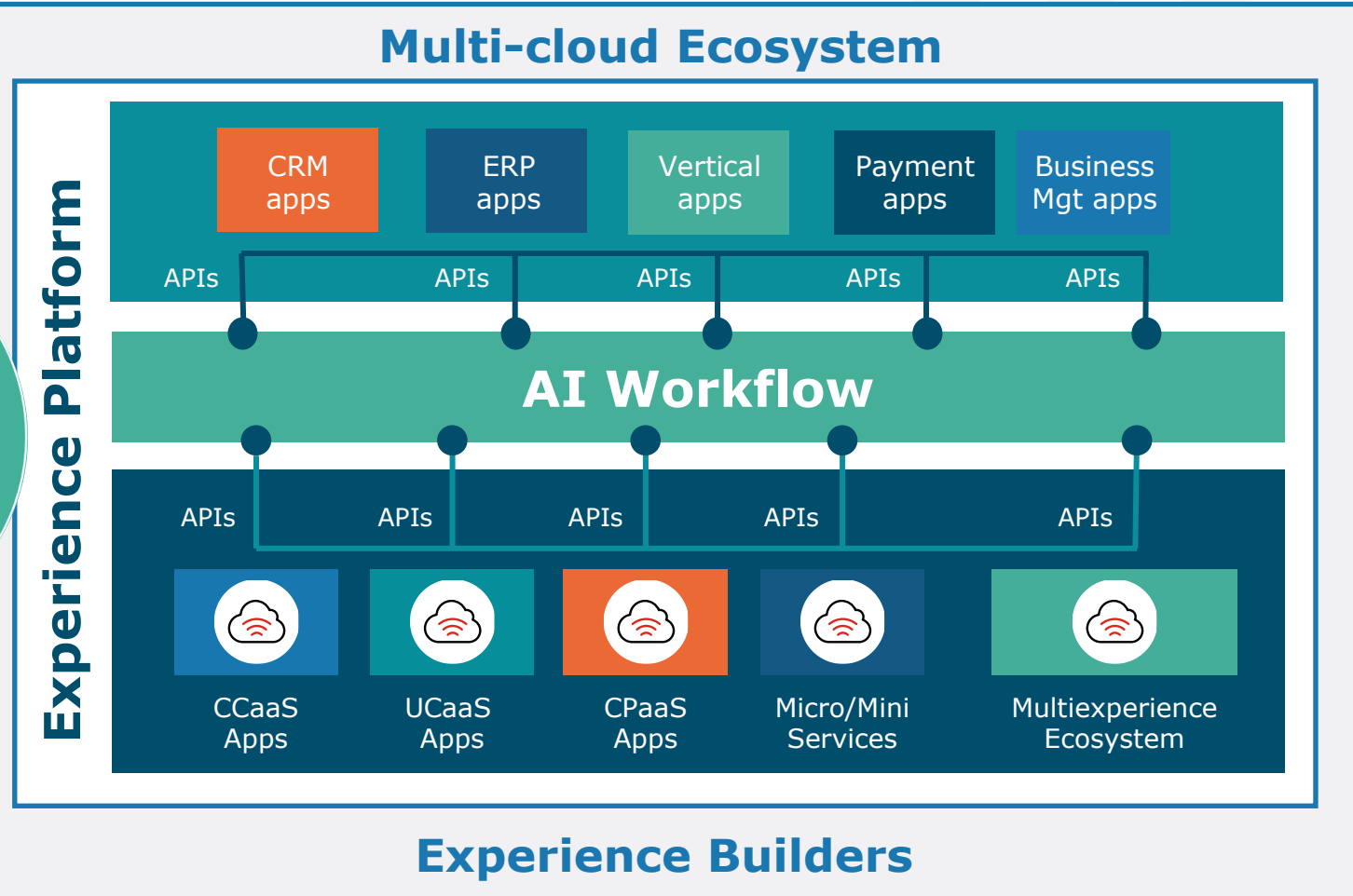
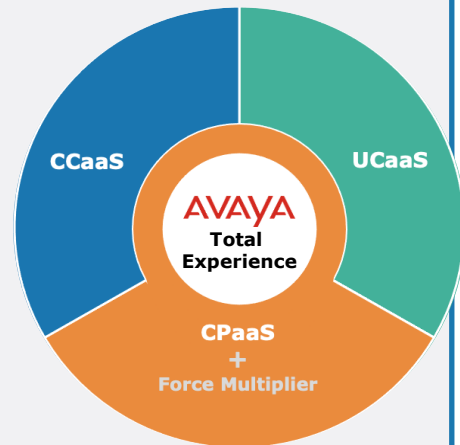
Avaya OneCloud UCaaS Powering the Digital Workplace...



Market Recognition

Reducing the Technical Debt

A Composable Platform that Enables Total Experience



Experience Platform

- Democratize experiences development with powerful building blocks

Multi-cloud Ecosystem

- Connect our customers with industry leading technology

AI Workflow

- Componentize and maximize the potential of AI technologies

Experience Builders

- Compose solutions leveraging Citizen Developers, Fusion Teams, and Avaya and Partner developers

Composability at the Core = Innovation at the Edge

Speed to Value

Simple Avaya OneCloud UCaaS Packages

All-in-One Public Cloud



Avaya Cloud Office

- Multi-tenant
- Avaya managed
- Per user pricing
- Includes collaboration

All-in-One Private Cloud



Avaya OneCloud Private

- Dedicated instance
- Avaya managed
- Per user pricing
- Includes collaboration

All-in-One Your Data Center



Avaya OneCloud Subscription

- DIY or optional Avaya managed
- Per user pricing
- Includes collaboration

Collaboration Public Cloud



Avaya Spaces

- Included with OneCloud Private & Subscription
- Available stand-alone
- Extend UC / telephony to digital workplace
- Avaya managed
- Per user pricing

Only Avaya Can Offer the Flexibility of a Best-in-Hybrid Approach

Take the Next Step on Your Journey

[Get 60-days of
collaboration free](#)
for your
organization!

Learn how
[Avaya
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That Matter

Thank You

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