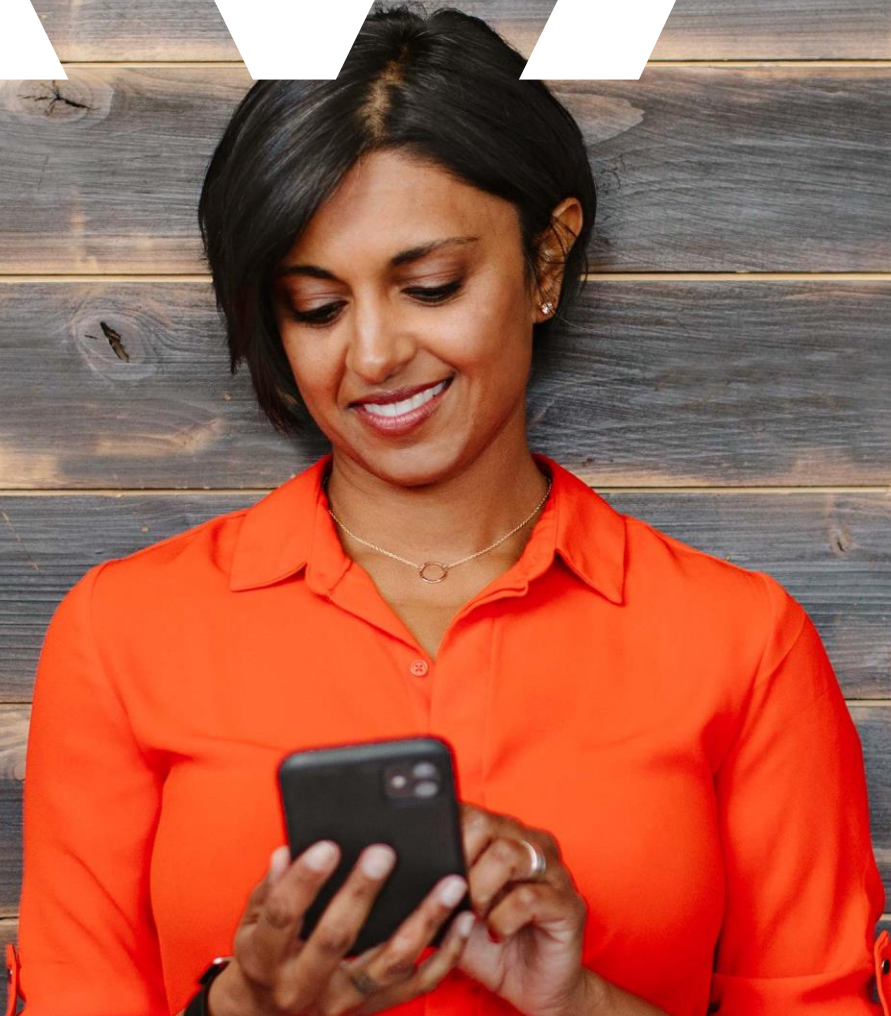


AVAYA

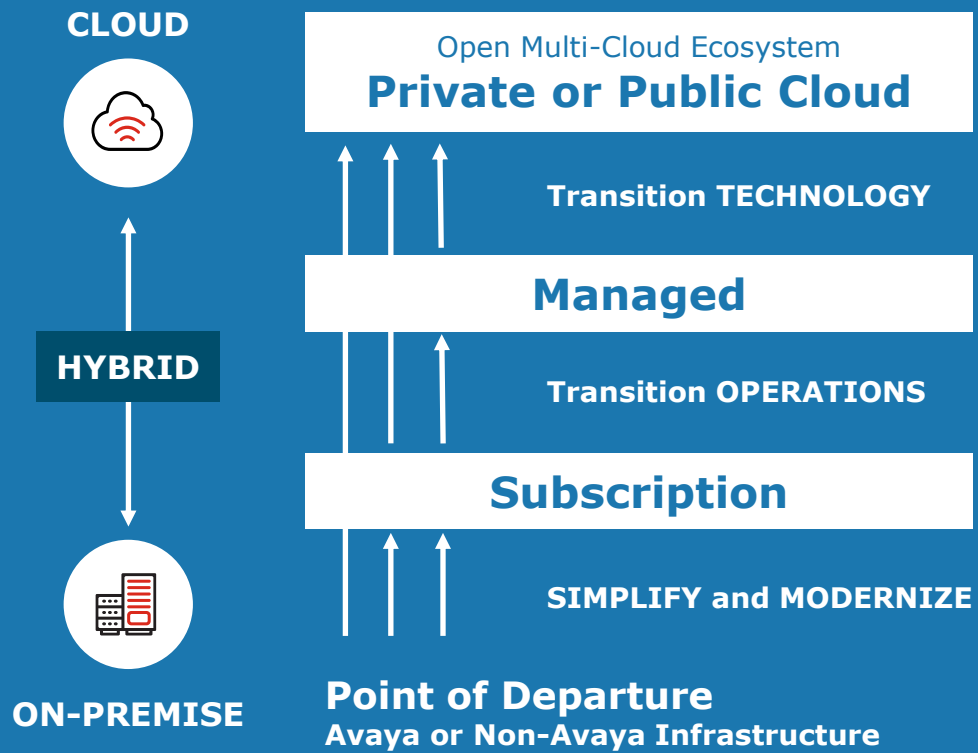


Avaya OneCloud Subscription™

The Power of Subscription



Personalize Your Cloud Journey



Overcome Common Technology Challenges

Migration



- Cloud skills
- Time, cost and security
- Strains on in-house IT
- Rewriting applications
- Current investments

Risk



- Addressing custom IP
- Continuity
- Connecting legacy systems with cloud apps
- Application breakage

Productivity



- Retraining users
- Adoption resistance
- Process changes to in-motion customer service

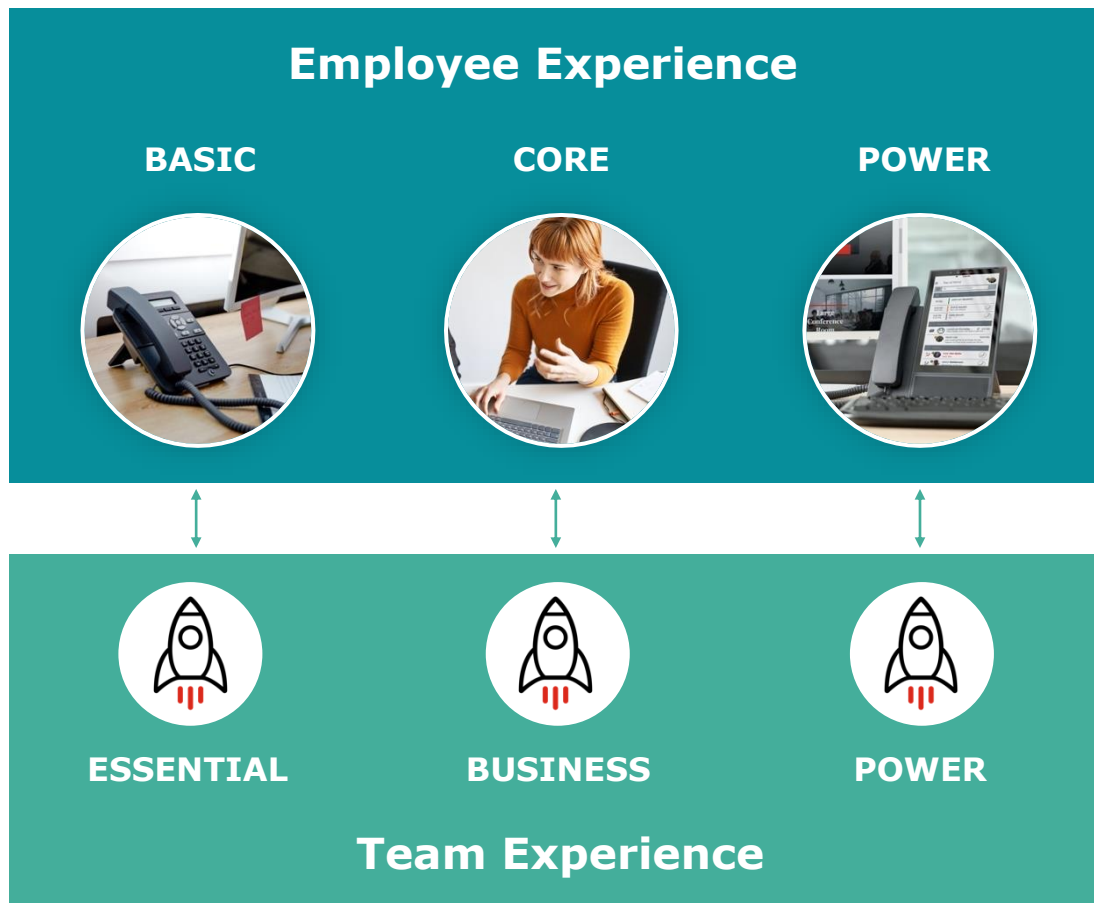
From
Owning Products
that Become Obsolete



To **Accessing Experiences** that Drive
Business Results



Simple Packages + Avaya Spaces®



Avaya OneCloud™ UCaaS



Avaya OneCloud™ CCaaS

Incentives for Current Clients

Avaya values its loyal customers and offers Investment Protection Program discounts and credit for perpetual licenses

- **Credit** available for **Perpetual Licenses** surrendered
 - 40% off 1st term of OneCloud contract for SA+UA trade-in
 - 20% off 1st term of OneCloud contract for SA trade-in only
- **No Penalty Termination** of Current **Avaya Contracts** when converting
- **Repurposing** supported for Avaya devices & Gateways



Investment Protection



Investment Credit

Add-On Packages and Device Options



Avaya OneCloud™ Subscription Professional Services



Project Management and **remote implementation** services to deploy a new solution or to perform a major upgrade to an existing environment **once** during the contract period of choice.



Options for: New Clients, Existing Clients, Legacy Clients



Exclusions: Hardware Installation, Onsite support, Customizations, Minor Release updates, 3rd party solutions.

Manage Your Upgrades Effectively in an OpEx Way



Multiple Deployment Events

- Adds support for **multiple major upgrades** throughout the contract period of choice.
- Keeps your system **always updated.**

Avaya OneCloud™ Subscription Managed Services



- Reduces Talent and Operations Cost
- Scale and Security
- Maintain Control and Customization
- Investment Protection

Includes:

- Service Monitoring
- Avaya Service Desk
- Service Management
- Reporting & Inspection
- Incident Management
- Problem Management
- Configuration Management
- Release Management
- Change Management & MACDs



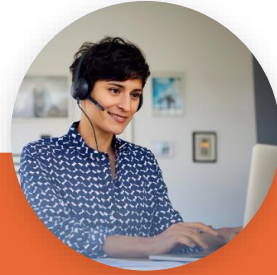
**Control and Customization
without Operational Hassle**

Avaya OneCloud™ Subscription Global Advantage



Global Service Delivery

- Designated team within Avaya to request technical support, across all geographies
- Delivers knowledgeable and reliable maintenance support



Global Service Management

- Access to a specialized Global Service Director (SD) and Service Delivery Manager (SDM)
- Supports your business and provides consistent reporting and escalation management



Global Centralized Billing

- Simplified billing and payment process with one global billing statement
- Single payment to Avaya for global maintenance and service management

Global Advantage offers single service agreement spanning all eligible products and sites that co-terms on the same date

Avaya OneCloud™ Devices



Avaya Desktop Devices



Avaya Multimedia Devices



Avaya Conference Phones

Avaya Desktop Productivity Features

- Critical Security Enhancements
- LED Feature Indicators
- Extensive User Personalization
- Context-Sensitive Soft Keys
- AcousticEdge™ Support (w/ Avaya Headsets)
- Built-in Volume Boost Control
- 3 Simultaneous Registrations
- 7 Codec options including OPUS maximizes audio quality
- No Touch Installation with Device Enrollment Services
- Outlook Calendar Integration
- Pairing with UC Applications for Audio
- 19 Languages

For Just a Few Dollars Per Month

Value of Moving to Core and Power UC

Components	Basic UC	Core UC	Power UC
Multiple Device Access	1	10	10
Business Line Features (hundreds of features)	✓	✓	✓
Voicemail	Basic	Advanced	Advanced
Session Border Controller	Standard	Advanced	Advanced
Audio Conferencing (6 Party)	✓	✓	✓
Media Server DSP Channels	✓	✓	✓
Soft Phone for Mobile / Laptop		✓	✓
Enterprise Single Sign On (Softphone)		✓	✓
Presence / Multimedia Messaging		✓	✓
Web Gateway		✓	✓
WebRTC		✓	✓
Workplace Meetings			✓
Includes: Avaya Spaces	Essential	Business	Power
Desktop & Application Sharing, Chat, File Sharing, Task Management, APIs			
Avaya Spaces® Video and Voice Conference Participants in Meeting	100 (2:1 hr meetings/24 hrs)	200	1,000
Recording	-	-	✓
Noise Elimination		✓	✓
Spaces Video and Voice Calling		✓	✓
PSTN Dial-In for Meetings, Virtual Background and Immersive Presenter			✓

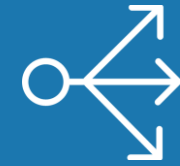
Enterprise Customer Experience Packages

Components	Voice Agent	Digital Agent	Self-Service	Outbound	Workforce Engagement
Business Voice Features + Voicemail (Core)	✓				
CC Routing	✓				
CC Reporting	✓				
Allocation of Supervisors (Admin Only)	✓				
IVR + App Dev (DSS) + Orch Designer	✓				
Contextual Services / Customer Journey	✓				
Workspaces	✓				
Choice of CC Agent Desktop Client	✓				
CC interop APIs	Optional*				
Digital - E-mail, Chat, SMS		Optional			
Digital Premium - +Social, IM, Video, Co-Browse		Optional			
Interactive Voice Response			Optional		
Call Back Assist			Optional		
Outbound - Preview				Optional	
Outbound - Preview, Predictive, Progressive				Optional	
Outbound Digital (Email, SMS)				Optional	
Avaya Workforce Engagement					Select options
Avaya OneCloud™ Subscription Nuance			Select Options		

* Customers converting carry existing BTSAPI, DMCC, DMCC Full entitlement forward into subscription at no incremental fee

Avaya OneCloud™ Subscription – Workforce Engagement

Components	Contact Recording	Quality Management	Workforce Management	Workforce Optimization
Voice Recording, Search and Replay	✓	✓		✓
Screen Capture	✓	✓		✓
Encryption Management	✓	✓		✓
N+M CR Redundancy	✓	✓		✓
Central Replay Server	✓	✓		✓
Telephony Replay	✓	✓		✓
Quality Monitoring		✓		✓
Auto Quality Monitoring		✓		✓
eLearning Lesson Management		✓		✓
Competency Based Learning		✓		✓
Performance Management*		✓		✓
KPI Designer		✓	✓	✓
Intraday Performance Management		✓	✓	✓
Advanced Scorecards		✓	✓	✓
Mobile Work View		✓	✓	✓
Coaching		✓	✓	✓
Forecasting and Scheduling			✓	✓
Advanced Adherence			✓	✓
Media Blending			✓	✓
Time Off Manager			✓	✓
Strategic Planner			✓	✓
Shift Bidding			✓	✓



- WE Packages Sold per Seat in alignment with perpetual.
- Release 12, and 15 eligible for Conversion
- Release 15.2 eligible for 20% Stretch Allowance

Optional Add-ons

Advanced Desktop Analytics

Speech Analytics including Transcription

Speech Analytics (Advanced) Multilingual Agents

Real Time Speech Analytics Add On

Customer Feedback

Interaction Data Export Manager

Data Center Redundancy

N+N CR Redundancy

Avaya OneCloud™ Subscription Nuance

	License Options	Application Included	Optional Add-Ons
Tier 3	<ul style="list-style-type: none"> • 1 Lang • 2+ Lang • Uplift from 1 to 2+ Lang 	<ul style="list-style-type: none"> • Recognizer • Vocalizer • Dialog Module 	<ul style="list-style-type: none"> • DM Bundle Email, Spelling, ADM • DM Bundle Name & Address • DM Address Update
Tier 4+	<ul style="list-style-type: none"> • 1 Lang • 2+ Lang • Uplift from 1 to 2+ Lang • Uplift from Tier 3 to Tier 4+ 	<ul style="list-style-type: none"> • Recognizer • Vocalizer • Dialog Module • Dragon 	<ul style="list-style-type: none"> • DM Bundle Email, Spelling, ADM • DM Bundle Name & Address • DM Address Update • Dialog Engine
Vocalizer	<ul style="list-style-type: none"> • 1 Lang • 2+ Lang • Uplift from 1 to 2+ Lang 	Vocalizer	
Vocalizer Offline		Vocalizer Offline	

Releases supported in OneCloud Subscription:

- Recognizer R11, R10
- Vocalizer R7, R6
- Dragon R11
- Dialog Module R6

Disaster Recovery licenses are separately orderable

For use with AAEP

Tier 3 and Tier 4 include Recognizer, Vocalizer and Dialog Module

Tier 4+ adds Dragon

Avaya OneCloud™ Subscription Enterprise Customer Experience Packages

Components	Digital Oceana	Digital Premium Oceana	Digital Premium AACC
Email	✓	✓	✓
Chat	✓	✓	✓
SMS	✓	✓	✓
Social		✓	✓
IM		✓	✓
Video		✓	✓
Co-Browse		✓	

↑
Available for Elite or Oceana Voice
Agent deployments

↑
Available for
AACC – Aligns with
Multi Media Content

Avaya Spaces® Packages

Avaya Spaces®
Delivers Simplicity.



Capabilities	Essential	Business	Power
Personal Cloud Meeting & Collaboration Rooms	✓	✓	✓
Video and Voice Conference Participants in Meeting	100 (2:1 hr meetings/24 hrs)	200	1,000
Simultaneous Participants Viewed	5	34	61
Avaya Spaces Room App (CU360 Integration)	-	✓	✓
Avaya XT Video System Integration	-	✓	✓
Content Sharing	Share application or entire screen		
AI Immersive Presenter	-	-	✓
Meeting Recording	-	-	✓
AI Noise Removal	-	✓	✓
Phone Dial-in	-	-	+45 countries
Spaces to Spaces Video Calling	-	✓	✓
Avaya Enterprise Calling Integration	-	✓	✓
Persistent Chat / Messaging	✓	✓	✓
File Sharing	1 GB (30 days)	Unlimited	Unlimited
Task Management	✓	✓	✓
View Entire Collaboration Workstream	✓	✓	✓
Web App Access	Google Chrome, Mozilla Firefox, Microsoft Edge		
Mobile App Access	Apple iOS, Google Android		
Desktop App Access	macOS, Windows		
App Integrations	Google Calendar, Microsoft 365, Outlook, Slack, Teams		
Single Sign On (SSO)	Enterprise SSO, Google, Microsoft 365, Salesforce		
Security	Data encryption, 24-character meeting ID + 10-digit password, private user authenticated Spaces		
HIPAA Compliance	✓	✓	✓
Configurable Data Retention Policy	✓	✓	✓
Manage Users by Company Domain	-	✓	✓
APIs	✓	✓	✓

Why Avaya Professional Services

Minimizing Deployment Risks

We enable more customers across more industries to realize the full potential of their investments. OneCloud Subscription Professional services take our services to a next level offering a payment over time model that ties the Avaya OneCloud Subscription portfolio.

- Proven quality control
- Unmatched resources and expertise
- Best practices based on thousands of implementations



Pre-deployment

- Establishing clear objectives
- Validating that the design is functional and viable
- Addressing the needs of individual stakeholders: e.
- Assessing the readiness of your network for VoIP: identifying areas that could impact solution performance



Managing the Deployment

- Implementation procedures that help minimize cost overruns.
- Rapid response and escalation processes are designed to identify, diagnose and resolve critical issues as they arise



Post-deployment

- UAT Support
- First Day of Business Support

*Reference Avaya Subscription Roadmap for products coming throughout 2020

Additional Professional Services

For Only a Few Dollars per Month per User*

2020

Q1 2021

Q2 2021

Q3 2021

Q4 2021

2022



Consulting Services

- Client journey mapping
- Performance analysis
- Optimization services



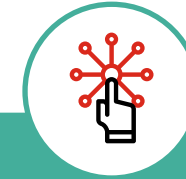
Security Services

- Vulnerability and Compliance
- Toll Fraud
- Certificates
- Hardening



Cloud Adoption & Migration

- Assess, plan and execute a successful cloud migration, optimization, and transformation.



Custom Applications

- Full application lifecycle.
 - Architect
 - Develop
 - Test

RESEARCH
INDICATES*

↑ 50%

Agent
Productivity

2 Weeks

Average time to fix a
vulnerability reduced from 1
to 2 weeks to 1 to 2 hours

2 Years

Insufficient Cloud Skills
can delay cloud
migrations up to 2 years.

15-20 Seconds

Time a screen-pop
app can save
per call

*2021 Subscription Roadmap

Avaya OneCloud™ Subscription Managed Services

Key Features

Service Monitoring	Proactive, predictive and preemptive; Avaya utilizes standard VPN based connectivity and industry standard tool sets to monitor and manage Avaya products and targeted 3rd parties.
Avaya Service Desk	The Avaya Service Desk (L2) will coordinate incidents, service requests, system administration functions for Avaya and targeted 3rd parties. Avaya manages communication with your Help Desk (L1).
Service Management	Avaya Service Manager, establishes service processes with you, oversees issue resolution to ensure that services are delivered in accordance with documented Service Levels (SLAs). Their goal is to build a strong relationships with you as a trusted service advisor.
Reporting & Inspection	The Avaya Managed Service Platform (AMSP) generates enhanced reporting options providing greater insight into health and wellness of your environment. It is customer accessible through a web portal.
Incident Management	The goal of Incident Management is to restore normal service operation as quickly as possible to minimize the impacts on your business. Incidents are identified and tracked from identification to closure. Incident Management includes parts and onsite maintenance for Avaya products as required to restore normal service operation.
Problem Management	Avaya uses root cause analysis to identify and resolve chronic incidents and prevent their recurrence to negate adverse impacts to your business.
Configuration Management	Avaya manages system/configuration backups to ensure device configuration availability.
Release Management	Avaya maintains control of the distribution of manufacturer-tested, version-certified dot release and service pack software updates to ensure the updates function as intended when introduced into your company's infrastructure.
Change Management & MACDs	A Change Management plan is developed and interlocked with your company's change management process. Avaya also supports the management of Moves, Adds, Changes and Deletes (MACDs).



Experiences
That Matter

www.avaya.com