



Avaya Global Services

Implementation Services Packages That Maximize the Value of Your Communications Solution

The challenges involved in deploying a new communications product or migrating to the latest technology can be daunting for any business. That's why Avaya Global Services offers an array of services to help ensure that your new technology is implemented quickly and effectively — delivering the capabilities and value you want and expect from your Avaya solution. Best of all, **Avaya Implementation Services** support your telephony, call center, or messaging solution with *simple pricing and packaging* designed to meet all your needs with one comprehensive services offer.

Services to Fit Your Needs and Your Budget A Choice of Services Packages and Options

Avaya is a market leader not only in telephony and applications, but also in the services that help to minimize risk and maximize communications investments. Our goal is to provide precisely the level of services support you need plus pricing that is competitive and easy to understand.

That's why Avaya has created three simply priced packages of Implementation Services bundled together to help make your life easier and leverage your new solution to its best advantage. Avaya Implementation Services can help you:

- Offset a lack of in-house skills or knowledge.
- Deploy a new solution correctly so that it delivers promised benefits right from the start.
- Ensure that employees, supervisors, and administrators know how to utilize features and functionality correctly, to maximize productivity and efficiency.
- Customize the solution and/or integrate additional applications as needed to address specific business imperatives.
- Compress the time that it takes to realize a return on your new communications investments.
- Lower the risk of the move to IP.
- Seamlessly integrate a diverse architecture with different vendors and systems, ensuring uptime and easing management requirements.
- Measure solution performance to cost-justify technology spending.

Based on the Avaya product you have — telephony, messaging, or call center — and the amount of support you require, you'll get a competitive package of services designed to help ensure the successful implement of your technology choices:

- **Industry Standard** is an entry-level package that provides project management, solution analysis, design, testing, installation, and other basic implementation support to get you started. This package helps to ensure that you will have a functional system while controlling your implementation budget.
- **Full Service** provides all the services of the Industry Standard Package plus, station and mailbox creation, installation, training, and help desk support.
- **Premium Service** provides all the capabilities of the Industry and Full Service Packages plus advance support which may include reporting, complex routing/networking, third-party vendor engagement, and more. This package offers the highest level of support for more complex system implementations and deluxe end-user services.

Add-on Services are also available to meet additional needs that you may have above and beyond what is provided in the packaged solutions, at fixed prices that help you control implementation costs even more. So, whatever support you need, Avaya Implementation Services can provide it.

The Benefits of Avaya Resources

Avaya has unparalleled experience in voice communications and more than 1 million customers worldwide. Avaya Global Services offers a team of thousands of services professionals

and 28 technical support centers around the world. Our consultants and technicians average 10 to 15 years of experience across voice, data, messaging, convergence, and multivendor networks. Avaya also continually invests in training and industry certifications, making our engineers and technicians among the most highly qualified support teams anywhere.

Avaya Global Services offers a full range of services across the communications solution lifecycle, from initial consulting to hosted services and everything in between. Within the comprehensive portfolio, Avaya Implementation Services provide you with the expert support you need, within a fixed cost framework and with no hidden costs.

Whether you're installing a new product or upgrading to the latest technology, Avaya implementation experts

use best-in-class tools and resources to help ensure that your environment is ready for deployment of your new solution. Then, Avaya provides the right level of implementation support and knowledge transfer based on your specific requirements and capabilities.

Learn More

To learn more about how Avaya Implementation Services can help you get maximum value from your communications investments, please contact your Avaya Client Executive or Avaya Authorized BusinessPartner. Or, visit us on our Web site: www.avaya.com.

Industry Standard	Full Service	Premium
<p>Base Package</p> <ul style="list-style-type: none"> Customers who need basic implementation services choose this package. Services within this package are comparable to other vendors' offerings and pricing. Additional, low-cost services are also available. 	<p>Base Package plus additional services</p> <p>* RECOMMENDED *</p> <ul style="list-style-type: none"> Most customers choose this package because they want more comprehensive implementation services that many vendors don't provide. Differentiated services may include station work, help desk, user training, mailbox creation. Additional, low-cost services are also available. 	<p>Full Service Package plus more value-added services</p> <ul style="list-style-type: none"> Customers looking for the most value from a comprehensive portfolio of services and expertise choose this package. Value added services may include premium routing, data gathering, vendor engagement, call flow routing. Additional, low-cost services are also available.

About Avaya

Avaya delivers Intelligent Communications solutions that help companies transform their businesses to achieve market-place advantage. More than 1 million businesses worldwide, including more than 90 percent of the FORTUNE 500®, use Avaya solutions for IP Telephony,

Unified Communications, Contact Centers and Communications Enabled Business Processes. Avaya Global Services provides comprehensive service and support for companies, small to large. For more information visit the Avaya Web site: <http://www.avaya.com>.

