



Avaya
Proprietary

New Implementation Services Packages Offer Sheet

Avaya IA770 & IA LX

Part of the Avaya Global Services organization, Consulting & Systems Integration (CSI) offers three comprehensive services packages to cover the level of service required to fully implement or upgrade an IP Telephony solution.

The **Industry Standard Package** includes project management support and a site survey based on the specified deliverables. Avaya will perform software programming, including system parameters. Avaya will install hardware and provide cutover support during business hours. Messaging Application implementation is **NOT** available with this package

The **Full Service Package** includes all of the activities listed in the Industry Standard Package plus Mailbox Creation, End User Training, System Handoff Review and Help Desk support. In addition, after hours cutover support is provided. Messaging Application implementation is available with this package.

The **Premium Service Package** includes all of the activities listed in the Full Service Package plus any necessary Data Gathering and Third-Party Vendor Engagement. Messaging Application implementation is available with this package

See grid under *Package Comparison* for a complete list of deliverables.

AVAYA DELIVERABLES

Project Management

Avaya will designate an individual responsible for overseeing the project. Once the contract is signed, this individual will be the SPOC for all issues related to system implementation. The SPOC will direct implementation to support installation and the scheduled in-service date.

Project management activities may include, but are not limited to, the following:

- Create and maintain project plan and milestone schedule.
- Provide environmental specifications to Customer.
- Coordinate hardware or equipment delivery and inventory management.
- Manage change request process.
- Schedule resources.
- Conduct routine project status meetings.
- Conduct project closure meeting.

Third-Party Vendor Engagement (optional)

Avaya will notify Customer's vendors of the requirements, specifications and installation schedules for items including but not limited to wiring, electrical, heat, ventilation and air conditioning (HVAC) and network facilities. Avaya will communicate relevant installation requirements to a defined number of third-party vendor(s).

Solution Preparation

Site Survey

Avaya will work with Customer's SPOC to complete a site survey prior to hardware delivery.

Site survey activities may include, but are not limited to, the following:

- Inspecting equipment room
- Verifying power requirements
- Checking other environmental specifications
- Validating wiring / terminations / demarcations

Customer will receive an Avaya site-readiness decision (go/no go) which is dependent on the outcome of the site survey.

Intuity Messaging Applications (optional)

Pre-Implementation Design Conference Call

Avaya will remotely conduct a pre-implementation design conference call to:

- Review Customer's technical environment and confirm its compatibility with the associated application.
- Review implementation schedule.
- Verify that Intuity is registered.
- Verify that all other implementation prerequisites have been met.



Solution Design and Development

Messaging System Parameters

Avaya will remotely:

- Consult with Customer to define messaging requirements.
- Design and program system parameters, feature sets and class of service (COS) options.
- Design and create up to three Automated Attendants.
Note: Development and programming will require up to two hours of effort.

Data Gathering and Input

For Premium Offer

Avaya will remotely:

- Interview and consult with Customer's end-user coordinator.
- Collect all end-user data.
- Input data into Avaya provisioning tools.

Mailbox Creation

Not Included in Industry Standard

- Consult with Customer to explain COS options.
- Avaya will remotely create a defined number of mailboxes for Customer.

Automated Attendant

Avaya will remotely:

- Consult with Customer.
- Design and create Automated Attendants.

Intuity Messaging Applications

Internet Messaging INTUITY AUDIX (optional)

Avaya will remotely:

- Explain administration of special COS for IMIA.
- Administer IMIA application on Customer's INTUITY AUDIX system.
- Verify administration of text-to-speech session.
- Configure two trusted servers.
- Verify that TCP/IP administration is enabled.
- Test IMIA application with Customer's system administrator to verify proper configuration.

- Load Avaya Voice Player client software on up to five Customer PC clients.
- Test POP3 access from one PC client.

Message Manager (optional)

Avaya will remotely:

Explain administration of special COS.

- Administer Message Manager application on Customer's INTUITY AUDIX system.
- Verify administration of text-to-speech session.
- Verify that TCP/IP administration is enabled.
- Work with Customer's system administrator to install and properly configure IMM application on up to five Customer PC clients.
- Test IMM application with Customer's system administrator to verify proper configuration.

INTUITY Enhanced List Administration (ELA) (optional)

- Administer enhanced list parameters.
- Explain key screens to Customer's system administrator.
- Create test list.
- Send test message to test list

INTUITY Custom Announcements (optional)

Avaya will remotely:

- Create Custom Announcements sets for Customer's INTUITY AUDIX system.
- Set up extension for recording new announcements.
- Familiarize Customer with procedure for recording fragments.
- Activate new Custom Announcements sets and test with Customer.

Fax Integration (optional) Avaya will remotely administer Fax Messaging function on Customer's Intuity system.

Point-to-Point Network (optional) Avaya will remotely administer endpoint messaging platform to enable message transmission.

Point-to-Point Network activities may include, but are not limited to, the following:

- Provide technical design support for Customer's network.

- Verify that networking equipment components are correct and in place.
- Verify integrity of dial plan within point-to-point network.
- Provide Customer with complete design package, including:
 - Written recommendations, including engineering notes
 - Technical verification of design application
 - Validation of hardware and software
 - Technical specification for connectivity
- Establish system and network parameters.
- Administer remote machine profile(s), including address ranges and update types.
- Administer networking parameters for endpoint machines.
- Coordinate remote connectivity testing to every endpoint.
- Verify that systems can exchange messages in both directions.

Note: Testing for AMIS-connected endpoints will use message delivery to verify network connectivity. Testing for digital protocols will use *test connects* or *demand remote updates* to verify network connectivity.

Hub & Spoke Network Endpoint Addition

Solution Design (optional)

- Avaya will remotely design, translate and test the new endpoint to be added to Customer's existing Message Networking and/or Interchange network:

Note: This activity will include administration of the hub as well as the Avaya endpoint messaging platforms. Avaya will work with Customer's system administrator to coordinate testing of the non-Avaya messaging systems.

Avaya will:

- Confirm that existing hub(s) have capacity to support proposed endpoint additions.
- Confirm that existing hub(s) has correct hardware, connectivity types and sufficient RTU software to support proposed endpoint additions.
- Confirm configured equipment list and attributes.
- Confirm that proposed endpoints' hardware and software releases are compatible with network.

- Verify that the technical solution will function according to design specifications.
- Provide complete design package to Customer, including:
 - Written recommendations, including engineering notes
 - Technical verification of design application
 - Validation of hardware and software
 - Technical specification for connectivity
- Explain Octel analog and AMIS end-user self-registration to Customer's system administrator.

Solution Development (optional)

- Administer local and remote machines and digital endpoints.
- Designate local machine name.
- Set up TCP/IP administration, if required.
- Set up networking channel administration.
- Administer connection type.
- Administer dial plan and dial strings.
- Administer networking machine passwords.
- Administer Octel serial number for ARIA and Serenade, if applicable.
- Administer remote machine profile.
- Administer address ranges and update types.
- Administer dial-plan mapping for each remote machine.
- Establish correct system limits.
- Perform *demand remote updates* command to update subscriber database.
- Verify successful completion of subscriber updates from each digital endpoint for valid subscriber mailboxes within address ranges specified on Remote Machine Parameters screen.
- Verify integrity of enterprise directory for Avaya network and new endpoint.

Network Testing (optional)

- Test remote connectivity from each endpoint to Message Networking and/or Interchange system.
- Verify that systems can exchange messages in both directions.
- **AMIS and Octel analog endpoints:** Send test messages to confirm analog connectivity.
- **TCP/IP and VPIM endpoints:** Test digital connectivity using *test connects*, *demand remote updates*, or *NameSend* functionality.



Solution Deployment

Hardware Installation

Avaya will complete the following services for the hardware installation

- Unpack, inspect and inventory hardware.
- Install hardware and connect all adjuncts to Communication Manager server, if applicable.
- Install software and firmware upgrades, if applicable.
- Observe units upon power-up and verify successful completion of self-test diagnostics.

Remote Access Line

If Customer's modem was purchased from Avaya, Avaya will:

- Verify remote dial access.
- Install dial-up modem for remote access capability.
- Verify modem's connectivity to appropriate support center.
- Register Customer's hardware

Cutover Support

Avaya cutover support will assist Customer in activating the switch ports to the messaging system. Related tasks include:

- Turn down Customer's existing system, if applicable.
- Activate new system.
- Ensure that switch routes calls to voice mail.

Customer's system may be unavailable during cutover. Cutover will be completed in a single phase. If a multi-phased cutover is requested by the Customer, additional charges will apply for each Avaya Services' resource involved in the cutover and help desk support as applicable. The Project Manager will submit a Change Request Management Authorization (CRMA) with additional charges to the customer when applicable.

First Day of Business Support (Help Desk)

Avaya will provide first day of business support (Help Desk) following the in-service date. The length of this support, which covers the Avaya messaging system, is based on the number of

new mailboxes being implemented, as indicated below:

Basic hours:

- Four hours for the first 800 users
- Eight hours for more than 800 users

Help Desk support will be available on consecutive business days during Standard Service Hours. Help Desk is delivered on-site by the technician; all other resources are remote. Customer can request additional Help Desk support in four-hour blocks at an additional charge.

Knowledge Transfer

Intuity Messaging Applications

INTUITY Message Manager (optional)

Avaya will cover the following topics in an estimated two-hour informal knowledge transfer for up to five Customer system administrators:

- Administering Message Manager application
- Setting up and initializing Message Manager application on Customer's PC clients
- Training end users on Message Manager functions and features

Internet Messaging INTUITY AUDIX (IMIA) (optional)

Avaya will cover the following topics in an estimated two-hour informal knowledge transfer for up to five Customer system administrators:

- Administering IMIA application
- Setting up and initializing IMIA application on Customer's PC clients
- Differentiating between software- and LAN-related problems
- Training end users on IMIA functions and features

Enhanced List Administration (ELA) (optional)

Avaya will remotely cover the following Enhanced List Administration (ELA) topics in a two-hour informal knowledge transfer for up to five Customer system administrators:

- Creating lists
- Changing lists
- Deleting lists
- Isolating list problems
- Correcting list problems



- Changing passwords

End-User Training

Avaya will:

- Provide customized onsite instructor-led training on applicable system functionality, including:
 - Voice mail features

For each group of up to 120 end users, Avaya will provide a four-hour block of instructor-led training.

Note: Instructor-led training classes will be conducted on consecutive business days during Standard Service Hours.

Training Room Setup

Avaya will use Customer-provided hardware to set up Customer's designated training room. This setup will include the installation and programming of ten training stations

System Handoff Review

Avaya will cover the following topics in an informal knowledge transfer for Customer's system administrators:

- Accessing system
- Administering user moves, adds and changes
- Changing feature access codes
- Managing features

For each two system administrators, Avaya will provide a four-hour block of instructor-led training.

Note: System handoff review, which provides a *basic* overview of the telephony system, is not a substitute for formal classroom instruction available through Avaya University.

CUSTOMER RESPONSIBILITIES

Negotiation with Telecommunication Service Providers and Wire Vendors

Customer will be required to:

- Ensure that any network problems are referred to Customer's network service provider and resolved.
- Work with Avaya and Customer's network vendor to reach agreement on testing date and time.

System Software and Network Translations

Customer will be required to:

- Work with Avaya to determine for each communication system:
 - DID numbers
 - Listed directory numbers
 - Feature dial access codes
 - Subscriber mailbox numbering plans

Subscriber Mailbox Programming

Not applicable for Premium Package

Customer will be required to:

- Conduct subscriber mailbox detail-gathering (e.g., matching of existing voice terminals and data modules with users, defining classes of service, defining call coverage, call pickup groups) in accordance with the Avaya instructions.
- Use the Station Builder tool to accomplish subscriber mailbox customization.
- Hand off Station Builder output to the Avaya software resource for verification and upload to the server.

Mailbox Creation

For Industry Standard Offer

Customer will be required to:

- Conduct mailbox detail-gathering in accordance with Avaya instructions, including defining Classes of Service (COS).
- Create mailboxes

Additional Responsibilities

Customer will be required to:

- Provide a script and a resource to voice Automated Attendant and other applicable voice recordings.
- Backup messaging platforms, after testing has been completed, in order to save all programming.
- Provide one representative to support the Help Desk.

Intuity Messaging Applications

Message Manager

Customer will be required to assist Avaya in testing the Message Manager application.

Internet Messaging INTUITY AUDIX (IMIA)

Customer will be required to:

- Administer A-Record and MX-Record on DNS server.

Note: Additional records may be required from Customer's Internet service provider if SMTP mail will be sent outside of Customer's firewall.

- Provide POP3 client software.
- Customer will be required to assist Avaya in testing IMIA application

Enhanced List Administration (ELA)

- Verify that Intuity is registered. Note: This step must be completed before moving on to the next.
- Verify that associated RTUs are enabled.
- Provide IMAP4 passwords to Avaya.
- Reset passwords, if necessary.

Fax Integration

Messaging Platform Backup - After testing has been completed, Customer will be required to backup messaging platforms, in order to save all programming.

Custom Announcements

- Customer will be required to assist Avaya in testing Custom Announcements application.
- Customer will be required to identify any person responsible for voicing Custom Announcements.

Point-to-Point Network

- Customer will be responsible for any testing performed from and to non-Avaya voice mail systems.
- For each messaging platform, customer must meet hardware and software requirements for networking found at www.support.avaya.com.

Hub & Spoke Network Endpoint Addition

- Implement AMIS networking on non-Avaya messaging platforms to enable Message Networking system and assist in testing programming.
- Provide test mailboxes at each endpoint to verify connectivity.
- Test other vendors' voice mail systems, if applicable.
- Coordinate testing with non-Avaya voice mail systems networked to Message

Networking system. Test Octel analog, VPIM and AMIS protocols to verify network connectivity from non-Avaya voice mail systems.

- Resolve facility problems related to end-user PBXs, vendor facilities, or LAN/WAN. **Note:** Avaya network engineer may assist with testing after issues have been corrected.
- Implement end-user self-registration for users on AMIS or Octel analog endpoints.

Remote Access Line

If Customer's modem was **not** purchased from Avaya, Customer will be required to:

- Verify remote dial access.
- Install dial-up modem for remote access capability.

Note: Avaya can install modems supplied by Customer or Customer's vendors at an additional charge

Documentation

INTUITY Message Manager

Customer will complete Message Manager checklist and return it to the Avaya scheduling team before implementation can be scheduled.

Internet Messaging INTUITY AUDIX (IMIA)

Customer will complete IMIA checklist and return it to the Avaya scheduling team before implementation can be scheduled.

Enhanced List Administration (ELA)

Customer will complete ELA questionnaire and return it to the Avaya scheduling team before implementation can be scheduled.

Point-to-Point Network

Before implementation can be scheduled, Customer will complete Point-to-Point Network planning worksheets and return them to the Avaya scheduling team.

Hub & Spoke Network Endpoint Addition

Customer will complete Message Networking Endpoint Addition planning worksheets and return them to the Avaya scheduling team before implementation can be scheduled.



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Package Comparison			
IA770 or Intuity Audix LX	New Installation		
Services and Deliverables	Industry Standard	Full Service	Premium Service
Project Management			
Project Management	x	x	x
Third-Party Vendor Engagement			x
Solution Preparation			
Pre-implementation Design Conference Call		Optional ala carte with messaging application implementation.	
Site Survey	x	x	x
Solution Design and Development			
Messaging System Parameters	x	x	x
Data Gathering and Input	n/a		x
Mailbox Creation	n/a	x	x
Automated Attendant	n/a	x	x
Application Implementation	n/a	Optional ala carte	
Message Manager	n/a	Optional ala carte	
IMIA	n/a	Optional ala carte	
Enhanced List Administration	n/a	Optional ala carte	
Custom Announcements	n/a	Optional ala carte	
Fax	n/a	Optional ala carte	
Point-to-Point Network	n/a	Optional ala carte	
Hub & Spoke Network Endpoint Addition	n/a	Optional ala carte	
Solution Deployment			
Hardware Installation	x	x	x
Remote Access Line	x	x	x
Cutover Support	x	x	x
Help Desk Support: New Installation	n/a	x	x
Knowledge Transfer			
Application Implementation KT	n/a		
Message Manager	n/a	Optional ala carte	
IMIA	n/a	Optional ala carte	
Enhanced List Administration	n/a	Optional ala carte	
Instructor-Led End-User Training	n/a	x	x
System Handoff Review	n/a	x	x



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Standard Service Hours

Optional ala carte for Industry Standard Offer: Work activities that do not affect service, excluding cutover support, will be performed and completed during Standard Service Hours, as defined under Standard Service Hours.

Pricing is based on the assumption that Services will be performed between 8:00 AM and 5:00 PM local site time, Monday-Friday, excluding Avaya-designated holidays (“Standard Service Hours”) unless otherwise stated. Work performed outside Standard Service Hours may be subject to overtime charges at the following rates:

Overtime (1.5 times)	Premium Overtime (2.0 times)
Evenings, Monday-Friday 5:00 PM-8:00 AM	Saturday 12:00 AM (midnight)–Monday 8:00 AM
Saturday, 8:00 AM–12:00 AM (midnight)	Avaya-designated holidays

Standard Delivery

The Avaya project manager and software resource will deliver services remotely.

Travel and Living Expenses

If on-site support is required, the cost of travel will be billed to the customer. Avaya will present an estimate of travel and living expenses for approval in advance if requested. Once approved, arrangements will be secured and actual charges will replace the estimated costs and billed to the customer.

Availability

This offer is available in the US through Avaya direct and indirect sales channels. For availability outside the US, check with Avaya Global Services in the appropriate country or region.

How to Engage Avaya Consulting & Systems Integration (CSI)

To engage Avaya CSI, contact the Avaya Service Center (ASC) at 866-282-9266 (866-AVAYA-66) or use the ORS process for final price and a statement of work.

If you have any additional questions, please contact Terry Slotter, CSI Offer Manager, at tslotter@avaya.com.

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