

Avaya OneCloud

A single cloud solution with options to meet your unique transformation needs



Digital transformation is not an option rather a requirement to compete in today's market.

Consumer demand and business velocity are changing rapidly and to keep pace with the market you need nimble technology capabilities. Only a cloud-based architecture can deliver on these demands allowing businesses to move quickly, personalize their engagements, delight their customers, and ultimately thrive.

Most businesses around the world are moving away from resource intensive, in-house operations and lengthy, end-to-end outsourcing engagements for their unified communications and contact center applications. Instead, they are choosing cloud-based service from communications experts that can deliver globally available and consistent solutions on a dependable infrastructure.

One survey indicates that 9 out of 10 companies will have some part of their applications or infrastructure in the cloud by 2019, and the rest expect to follow by 2021*.

The perfect cloud solution for your business is the one unique to your business. Cloud solutions come in a variety of forms which is indicative of the fact that not all applications or solutions belong in one type of cloud model. Cloud ranges from a 'plug and play', out of the box solution all the way up to highly secure, customized integrations. There is no one model that can deliver for every situation and this is why Avaya OneCloud is different.

Avaya OneCloud provides all these options and offers more than just selecting an out-of-the-box deployment. Avaya supports a full portfolio of cloud solutions that can meet the needs of almost any size organization in any industry. What's more is that whichever delivery you select, you know that your organization will have the perfect communications solution designed for you from the industry leaders in global communications.

*IDG 2018 cloud survey

**Avaya
OneCloud gives
you the ability
for a quick
cloud transition
timeline,
or a custom
roadmap with
a gradual
and balanced
deployment
to your new
ecosystem.**

Avaya Intelligent Xperiences Portfolio Delivered on OneCloud

Avaya Intelligent Xperiences (Avaya IX), is the portfolio of best in class software and solutions spanning contact center, unified communications, artificial intelligence, and more. All of these intelligent software solutions are available across all cloud delivery models.

Evolve to Cloud Transformation- With choices across public, private, and hybrid delivery, you have a full range of cloud deployments designed to meet your business priorities.

Add and Enable Across Applications and Platforms- Avaya OneCloud complements your new and existing solutions with key API and software integrations, while delivering enhanced innovative options that can interoperate across platforms and across clouds.

Simplify your user experience and business environments with feature-rich communication applications and artificial intelligence features that are easy to use and administer.

Does your organizations need flexibility and choices to minimize any disruption expenses? Avaya OneCloud gives you the ability for a quick cloud transition timeline, or a custom roadmap with a gradual and balanced deployment to your new ecosystem. The key is we are here to listen and work to with you, to learn and understand your unique needs and guide you to the best solution for those needs. You know your business, and we are the market leader in communications, let's work together to find the clearest, smoothest, most effective path forward that achieves your current and future goals.

Your Value with Avaya OneCloud

Avaya OneCloud uses our market leading communication software supporting both unified communications in our Avaya IX Workplace and better ways to connect with customers in Avaya IX Contact Center.

Reduce Total Cost of Ownership

- Leverage Avaya Scale in processes, tools, and people
- Total Cost of Ownership reduction (15-20% typically)
- Reduced Capital outlay through flexible OPEX models

Improve Performance

- Single global delivery model; automation, process and organization/skills. Architected for 99.999% availability.
- Fully aligned; globally standardized processes
- Seamless support of multi-vendor solutions
- Maximized up-time through advanced management platform – leading edge, event orchestration and AI
- Full benefits and UC and CC – productivity and collaboration via any device/network; omni-channel analytics for contact centers.

Avaya Onecloud

Simple, flexible cloud platform

Scalable

Standardized global delivery

Private, Public and Hybrid



We can help you connect more efficiently and effectively with your customers by matching the customer to the right resource for their needs.

Mitigate Risk

- Leading-edge automation from build through day 2 management.
- Faster deployments POC to Production
- 24/7 Proactive, predictive and preventative performance management backed by SLA's
- Minimize potential changes to existing workflows and user/agent experience
- Fully secure global private cloud; DoD standards; compliance certifications

The Broadest Choice of Cloud Delivery Models and Solutions Address Today's Communications Challenges

Avaya OneCloud delivers turnkey cloud solutions designed to help you create business advantage. Our solutions unify your enterprise communications, including call handling, messaging, conferencing, presence, instant messaging, omnichannel contact center and much more. We can help you connect more efficiently and effectively with your customers by matching the customer to the right resource for their needs. And we can help your employees work from anywhere by integrating with your mobile devices and taking advantage of "find me/follow me" capabilities. By bundling a variety of feature packages to meet your organization's specific demands and having a wide range of expert-led support services, our flexible pricing and deployment architecture, proven applications, and service delivery experience deliver the greatest value possible to your organization.

Private cloud is delivered in a single tenant dedicated software instance designed for large enterprise customers needing more robust feature sets, more control and customization and higher enhanced security.

Avaya offers private, public, and hybrid deployment options combined with a complete set of API and SIP Trunking capabilities all designed to give you a wide range of options as you increase flexibility and transform your business with the cloud. With our cloud transformation experts at the ready, you will never be asked to figure it out yourself, we are your partners and your guides as you move to the best cloud for you.

Avaya OneCloud - Private Delivery

Large enterprises with high-function applications needs are suited for Avaya OneCloud's private delivery options. From special projects, to departmental cloud transformations, to a full organizational shift, a private delivery of OneCloud gives your business complete control over your systems.

Private cloud is delivered in a single tenant dedicated software instance designed for large enterprise customers needing more robust feature sets, more control and customization and higher enhanced security. Avaya private cloud delivery is a fully managed solutions with commensurate SLAs.

Options:

OneCloud ReadyNow- Single global private delivery model utilizing predefined datacenters with an automated reference architecture to deliver standard set of UC and CC solutions.

OneCloud Secure- Private cloud delivery of UC includes customization and security designed for Federal Government and contractors that need to meet tight security compliance including FISMA and FedRAMP Moderate.

OneCloud Custom- The ability to take our standard UC and CC private cloud solution and customize it to meet the needs of a large enterprise. This can include delivery on a customer site or third party data center.

Private Cloud is dedicated to a single company and includes :

- Customizable Tools and Processes: Private Cloud allows for processes to fit the current workflows which are efficient.
- More choices: 80%* of cloud deployments will end up with a hybrid delivery. Deploying Private Cloud first allows more choices later to integrate to Public Cloud or with on premises applications
- Regulatory and Compliance Requirements: Providing direct control over where data, such as call records and customer information, is stored and who has access to it
- Security Control: Avaya OneCloud in a private delivery offers enterprises superior control over security
- Cost-effective scaling: A private delivery of Avaya OneCloud can add users/agents more cost effectively

Gartner states "Among the key attributes of the private cloud are flexibility and scalability, the ability to offer resources as services, and resource sharing. Cost savings are realized through standardization",

**Gartner news report on Hybrid shifts 4/5/17"

Avaya OneCloud public delivery is a multi-tenant software option designed for businesses of all sizes, from SMBs to Large Enterprises.

activities that may have taken weeks can be reduced to hours or minutes through automated processes. The innovation of cloud computing is transforming the IT industry.

Avaya OneCloud - Public Delivery

If you are looking for more standard communication features, if you are in need of quick rollout options, or you have dedicated teams and projects with a workforce that thrives with complete UC and CC feature sets, your best bet could be a public delivery of Avaya OneCloud. This option gives you access to industry leading communications features that allow you to call, meet, collaborate and quickly craft the perfect experience for your customers and your employees.

Avaya OneCloud public delivery is a multi-tenant software option designed for businesses of all sizes, from SMBs to Large Enterprises, who need only standard feature functionality in their UC and CC solutions. Options include:

IX Workplace- Includes our unified communications as a service portfolio of options including voice calling, collaboration, messaging, and meetings delivered in a public cloud.

IX Contact Center- Full feature contact center as a service solution including API connections designed to improve the customer experience delivered in a public cloud environment.

Our public cloud options are designed to be simple to manage, faster to implement and deploy, and provide complete support via an intuitive administration portal. Avaya OneCloud IX Workplace and IX Contact Center gives you an affordable, flexible, and powerful solution for business communications.

Avaya OneCloud - CPaaS

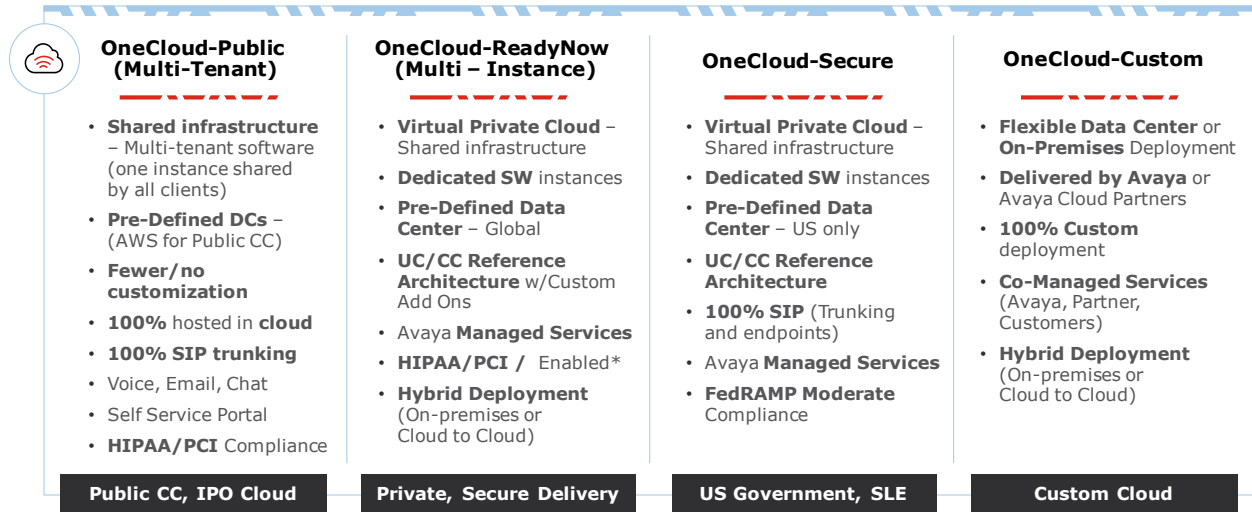
Avaya OneCloud CPaaS delivery is a cloud platform that enables businesses or their partners to integrate to a wide range of features including SIP Trunking, global DID and 800 service, voice notification, messaging, API workflows, or custom built applications. CPaaS can be leveraged across both cloud and premise solutions to simplify processes and provide more complete customer experiences.

Ensuring Your Enterprise is Ready for Cloud

The Avaya OneCloud portfolio is designed to give you options but provide you a simplified and flexible cloud platform that is open, global, and meets industry standards.

How do you know what is right for you? Avaya has a complete Professional Services team to work with key stakeholders in your business to benchmark and design a cloud migration strategy at your pace, on your timeline.

Avaya OneCloud Continuum



Our POC allows specific use-cases to test our pre-built cloud infrastructure in a fraction of the time normally needed for a cloud deployment.

How Will Avaya OneCloud Work with Your Current Environment?

Avaya has developed a Proof Of Concept (POC) program designed to minimize the disruption and risk to your business associated with other cloud transformation plays. Our cloud experts will work hand in hand with you and your team to ensure you have a cloud transition plan that works to your specifications.

Our POC allows specific use-cases to test our pre-built cloud infrastructure in a fraction of the time normally needed for a cloud deployment. We have three UC POC bundles and six CC bundles, as well as additional custom features allowing you to test and pilot a cloud solution and ensure it is the right fit at the right time. We run these POC's on our full production environment, so you are testing in a real work situation. Once this pilot is validated, your cloud is already up and running.

Look to Avaya OneCloud to help you with a simplified, production tested, at-your-own-pace migration plan designed to minimize risk and improve performance. Your experience matters. Your customers' experience matters. Let us create the perfect experience for your business.

The Top Reasons Why Customers Move to an Avaya OneCloud Solution

- Technology transformation with limited capital outlay
- Scalable cloud options that don't handcuff you to wholesale moves
- Ability to leverage current on-prem investments and migrate to cloud applications



Avaya OneCloud delivers that experience through our tested and proven methodologies, our global communications experts, and our unifying cloud deployments.

- Unlock your potential with new and upgraded applications to increase focus on your key business issues
- Optimize and increase the flexibility of your current environment with cloud options

Differentiated Business Transformation with the Cloud

If you are looking to differentiate your business from the competition, demand solutions that match your current needs combined with the ability to shift at the pace of innovation, consider Avaya OneCloud.

Here's the bottom line: there are many cloud providers in the industry, providers who have some of what you need, and partial experiences that can bring your business a little further in your technological transformation than where you are today. What really sets a provider apart, what truly delivers the experience that matters, is a legacy understanding of communications combined with the modern pace of technology innovation. Avaya OneCloud delivers that experience through our tested and proven methodologies, our global communications experts, and our unifying cloud deployments.

What this means for you is peace of mind and unparalleled expertise. The pathway to bring your employees closer together, the key to connecting with your customers, the understanding and innovation that always keeps your business on the forefront of technology is all together in one place, all together in Avaya OneCloud.

About Avaya

Businesses are built on the experiences they provide and every day millions of those experiences are built by Avaya (NYSE:AVYA). For over one hundred years, we've enabled organizations around the globe to win—by creating intelligent communications experiences for customers and employees. Avaya builds open, converged and innovative solutions to enhance and simplify communications and collaboration—in the cloud, on premise, or a hybrid of both. To grow your business, we're committed to innovation, partnership, and a relentless focus on what's next. We're the technology company you trust to help you deliver Experiences that Matter. Visit us at www.avaya.com

*Top 5 Reasons, ZK Research, Global Cloud Forecast

