



The Power of We™

Avaya at a Glance

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Avaya Inc.

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Avaya is a global provider of business collaboration and communications solutions, providing unified communications and video collaboration, contact centers, networking and related services. Avaya is a recognized innovator and leading global provider of open, mobile, real-time business collaboration and communications to companies that depend on state-of-the-art solutions to improve efficiency, collaboration, customer service and competitiveness. The company provides services directly and through its channel partners to large enterprises, small and midsized businesses, and government organizations around the world.

Avaya's solutions bring people together with the right information at the right time in the right context, helping to enable enterprises to improve efficiency and quickly address critical business challenges. Designed to be highly scalable, reliable, secure and flexible, they help enable cost reduction and simplified management while providing a platform for next-generation collaboration. Furthermore, they can be deployed on a customer's premises or in virtualized environments including public or private.

Avaya offers solutions in three major business collaboration and communications categories: Unified Communications (UC), Customer Experience Interaction Management including Contact Center, and Networking. All three are supported by Avaya's portfolio of services.

Unified Communications

Today's widely dispersed, consumer-minded workforces are driving a growing demand for real-time collaboration and enterprise mobility enabled by 24x7, device- and location-agnostic collaboration solutions. Avaya offers real-time collaboration via video, and UC software, infrastructure and endpoints for this increasingly mobile workforce.

With Avaya unified communications, customers can communicate effectively via audio, text, video and web across multivendor networks and regardless of location or device.

Avaya's open, standards-based UC software and hardware are designed to be reliable, secure and flexible.

Customer Experience Interaction Management & Contact Center

Avaya is a global leader in the contact center market, offering highly reliable and scalable communications solutions that help businesses improve customer service, build customer loyalty, reduce total cost of ownership and compete more effectively. Holistically, we call this *Customer Experience Interaction Management*.

The ultimate objective is to match every customer with the right agent and the right insight, to achieve the right resolution for every customer. Avaya's contact center solutions include intelligent routing, self-service and proactive contact applications. In addition, Avaya's analytics and reporting platform provides companies with detailed customer information to help improve profitability and customer retention.

Networking

Avaya's Networking portfolio offers reliable, secure, end-to-end solutions designed to deliver world-class performance and superior return on investment. Supporting mobility and Bring Your Own Device (BYOD) environments, network virtualization, data centers and edge switching, Avaya's diverse data portfolio helps customers create simple, effective networks that are open, high capacity and easy to deploy. In addition, Avaya's application-driven networks enhance cloud-based capabilities and open virtualization architecture, for greater flexibility and unified network management.

SENIOR LEADERSHIP

Kevin Kennedy, President and Chief Executive Officer

Pierre-Paul Allard, Senior Vice President, Corporate Strategy and Development

Gary E. Barnett, Senior Vice President & General Manager, Avaya Collaboration Platforms

Jim Chirico, Executive Vice President, Business Operations

Pamela Craven, Chief Administrative Officer

Fariborz Ebrahimi, Senior Vice President and Chief Information Officer

Chris Formant, Senior Vice President and President, Avaya Government Solutions

Roger Gaston, Senior Vice President, Human Resources

Jerry Glembocki, Senior Vice President, Quality Program Office

Joel Hackney, Senior Vice President and General Manager, Cloud Solutions

Tom Mitchell, Senior Vice President, Avaya Global Sales

Marc Randall, Senior Vice President and General Manager, Avaya Networking

Mike Runda, Senior Vice President and President, Avaya Client Services

Brett Shockley, Senior Vice President and General Manager, Avaya Applications and Emerging Technology

Dave Vellequette, Senior Vice President and Chief Financial Officer

About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, data solutions and related services to companies of all sizes around the world. For more information please visit www.avaya.com.

Avaya Client Services

Avaya's award-winning global services organization helps partners and customers address customers' critical business collaboration and communications needs, from initial planning and design through implementation, monitoring and ongoing maintenance. The portfolio of services includes product support, integration, and professional and managed services that enable customers to optimize and manage their communications networks worldwide and achieve enhanced business results.

Avaya's services are backed by approximately 5500 Avaya employees worldwide, 32 global delivery support centers, and unique, patented design and management tools. Our services capabilities are enhanced by our global network of alliance partners, distributors, dealers, value-added resellers, telecommunications service providers and system integrators.

KEY AVAYA FACTS AS OF JANUARY 2013

- Avaya has approximately 5,900 patents and pending patent applications, including foreign counterparts.
- Avaya has approximately 10,000 channel partners worldwide, including system integrators, service providers, value-added resellers and application developers who deliver global sales and service support.

INDUSTRY RECOGNITION

Avaya is consistently recognized as a global leader by industry and technology experts and has achieved leadership positions including:

- No. 1 in Worldwide Unified Communications and Telephony Systems¹
- No. 1 in Worldwide Contact Center²
- No. 1 in Worldwide Enterprise Messaging³
- No. 1 in SME Telephony⁴
- No. 1 in Worldwide Voice Maintenance Services⁵

Gartner places Avaya in the Leaders Quadrant based on its completeness of vision and ability to execute:

- Leaders Quadrant in Gartner Magic Quadrant for Corporate Telephony⁶, Unified Communications⁷, and Contact Center⁸.
- Positioned in the Visionaries Quadrant for Wired and Wireless LAN Access Infrastructure⁹.

Sources: ¹Dell'Oro Group, *Enterprise Telephony Report, 1Q12, June, 2012*; ²Gartner, Inc., *Market Share, Contact Centers Worldwide, 2011, March, 2012*; ³T3i Group, *InfoTrack for Converged Applications, Messaging, 2011, April, 2012*; ⁴Dell'Oro Group, *Enterprise Telephony Report, 1Q12, June, 2012*; ⁵Intellicom Analytics, *Lifecycle Services Dashboard, 1Q12, June, 2012*.

⁶Gartner Magic Quadrant for Corporate Telephony, Jay Lassman et al., September 2012; ⁷Gartner Magic Quadrant for Unified Communications, Bern Elliot and Steve Blood, August 2012; ⁸Gartner Magic Quadrant for Contact Center Infrastructure Worldwide, Drew Kraus et al., June 2012; ⁹Gartner Magic Quadrant for Wired and Wireless LAN Access Infrastructure, Tim Zimmerman and Mark Fabbri, June 2012.

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