



# The Avaya Story

April 2019





# Digital Transformation is Accelerating

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**BY 2020**

half of the workforce  
will be millennials

# Staggering Pace of Change

**70%** of interactions are through **mobile devices**

In 2018, **ecommerce** will drive **\$3 trillion** in transactions up \$500 billion from just last year

**4%** of companies using **chatbots** today expected to be **80% in 2 years**



# Why Avaya as Your Digital Transformation Partner?

## Global Experience



## Portfolio Breadth



## Open Ecosystem



## Innovation & Investment



WORLD'S LARGEST PURE PLAY INTEGRATED UC AND CC PROVIDER



# Avaya Today: Credible, Predictable & Innovative

**139**  
million

Unified  
Communications  
Lines

**5.5**  
million

Contact Center  
Users

**110K**  
customers

In 170 countries

**Largest Installed Base  
With 11% Of Revenue From Cloud**

**\$3.2**  
billion

Market share  
Leader in CC  
and UC

**17**  
years

Gartner Magic  
Quadrant  
Leader in  
Contact Center

**9**  
years

Gartner Magic  
Quadrant  
Leader in UC

**90% of Fortune 100  
95% of Fortune 1000**

**\$200M+ of annual R&D spend in high growth segments**

# Proven Leadership Team



**JIM CHIRICO**  
President and CEO



**NIDAL ABOU-LTAIF**  
President Sales,  
International



**KIERAN MCGRATH**  
SVP and CFO



**CHRIS MCGUGAN**  
SVP, Product



**ED NALBANDIAN**  
SVP, Services



**PAT O'MALLEY**  
SVP, Growth  
Initiatives



**GAURAV PASSI**  
President, Cloud



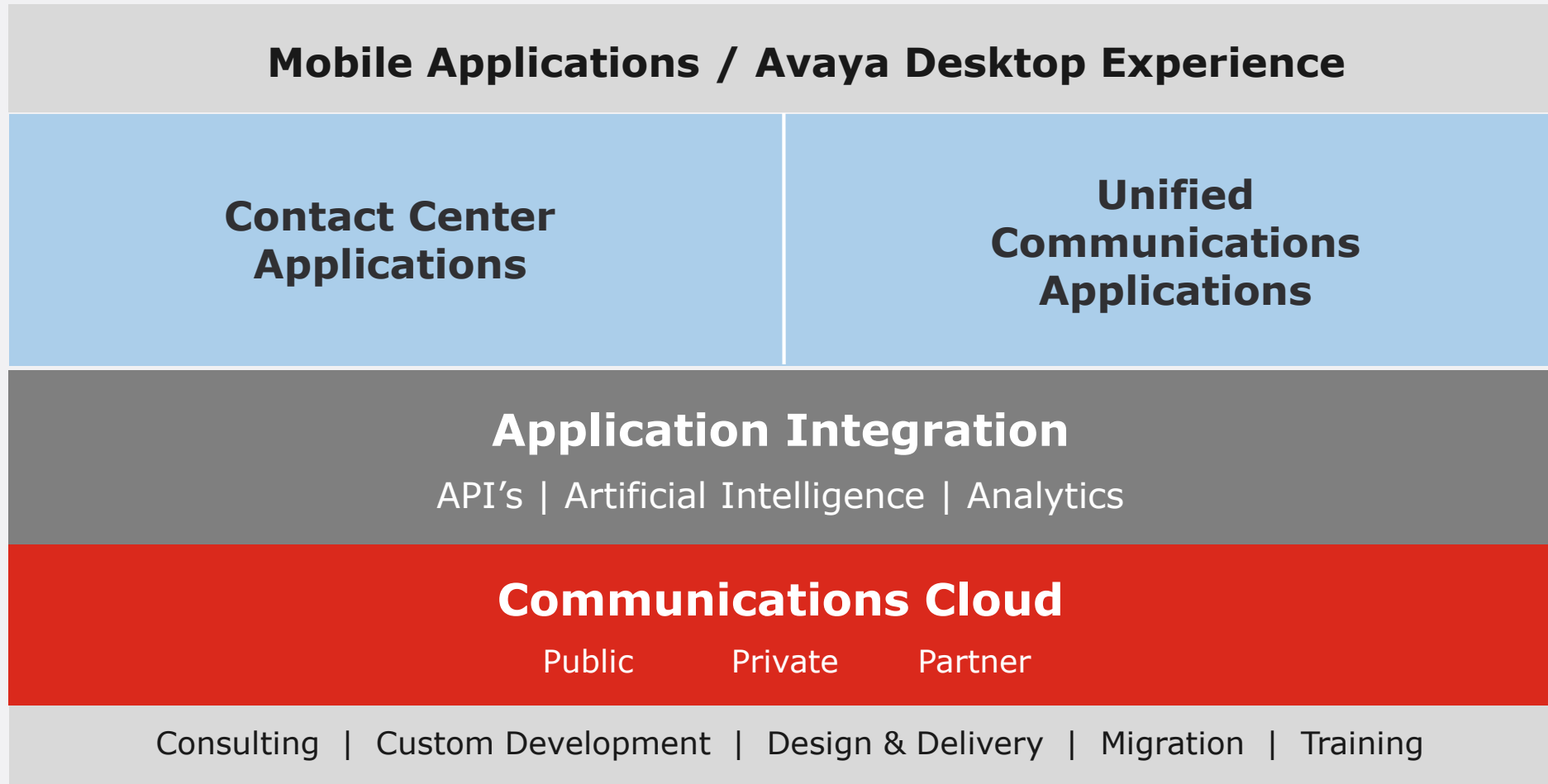
**SHEFALI SHAH**  
Chief Administrative  
Officer, General Counsel

# Global Experience

- **8,000** Employees
- **110,000** Clients
- **4,800** Patents
- **4,400** Partners
- **170** Countries
- **90%** Fortune 100
- Government Agencies in more than **40 countries**



# Comprehensive Portfolio





# Our Unified Communications Portfolio

## Simple, empowering experiences

Communicate / collaborate using any touch-point

Converged / seamless across channels

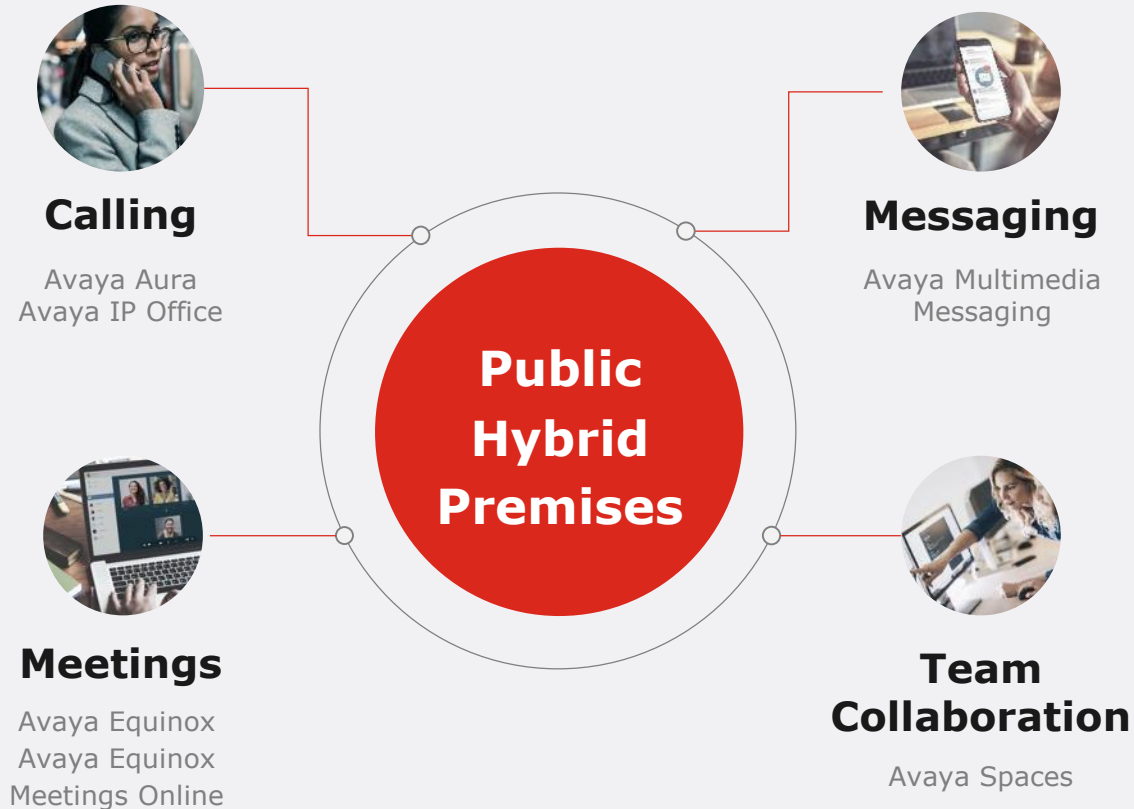
Context aware & anticipatory

## Adaptable Solutions

Best-of-breed flexibility

Tailored / optimized to company specific processes

Rapidly extendible, keeping up with the 'speed of business'



Enable the **Digital Workplace**

Easy **user experience**

Interop, flexibility, **customization**

Multiple **deployment/ consumption** options

# Innovative, Smart Devices



OPPORTUNITY AREAS	Essential Experience IP Phones	Essential Experience for Hospitality	Essential Experience Wireless Handsets	Essential Experience Headsets	Avaya Vantage™ Multimedia Communications	Audio and Video Conferencing
UC	✓		✓	✓	✓	✓
CC	✓			✓	✓	
OPEN SIP	✓	✓	✓	✓	✓	✓
WIRELESS CAMPUS	✓		✓	✓	✓	✓
MULTIMEDIA COMMUNICATIONS				✓	✓	✓
VERTICAL SOLUTIONS	✓	✓	✓	✓	✓	✓
HUDDLE ROOMS						✓

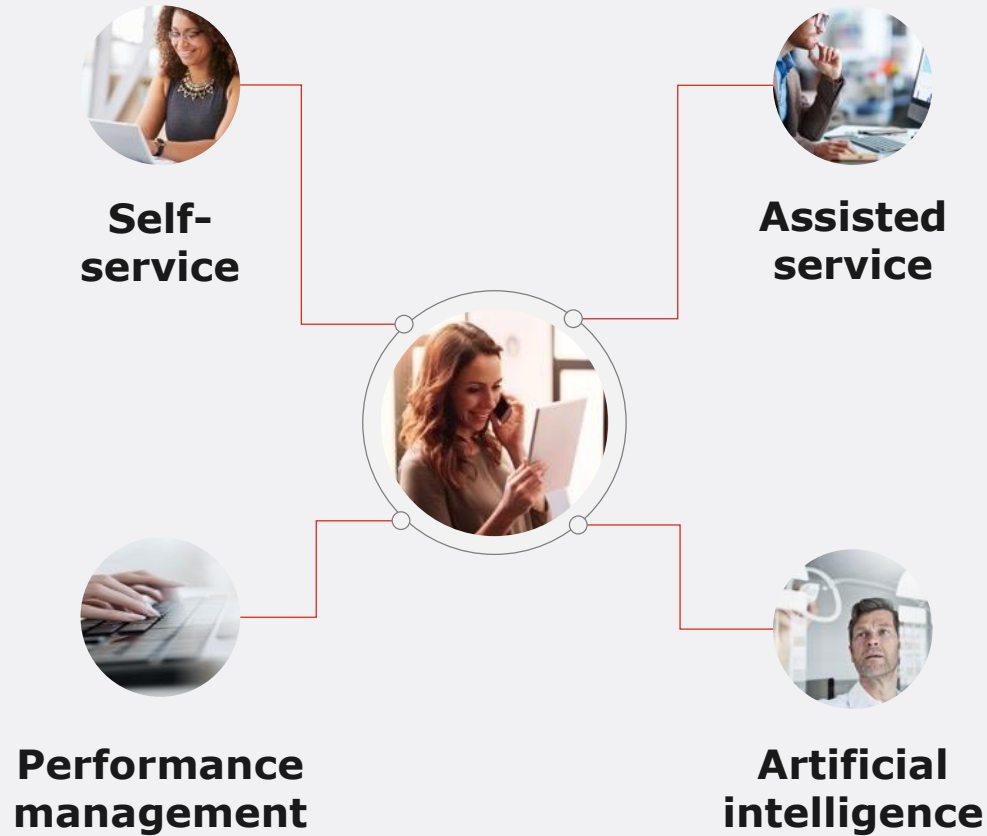
# Our Contact Center Portfolio

## Simple, empowering experiences

- Any touch-point
- All channels
- Context aware & anticipatory

## Adaptable Solutions

- Best-of-breed flexibility
- Tailored to your business
- Extensible



Facilitate your **Digital Transformation**

Exceed **customer expectations** & increase **agent performance**

Choice of **deployment** & **consumption** options

Deliver **world-class services** and support

# Our Service Portfolio

## Services that Meet Business Needs

- Contact Center deployment
- Streamline workflow
- Agile software solutions
- Cloud transformation

## Trusted Advisors

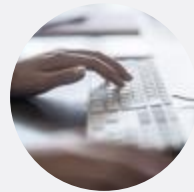
- Over 1,000 consultants
- Build tailored solutions
- End-to-end deployments



### Consulting



### Design & Integration



### Implementation



### Adoption

Facilitate your **Digital Transformation**

Bring you **closer to your employees and customers**

Match your needs to the best **premise or private, public or hybrid cloud** solutions

Get the **most positive business outcomes**

# Our Service Offerings

From solution consulting to low and no-code software, from agile project management through a cloud migration, **we're here for you and your business every step of the way.**

**Client Journey** Consulting  
**Design** and **Integration**  
**Solution** **Implementation**  
**Managed Services**  
**Programming**  
and **Development**  
**Cloud** **Adoption**  
**Training**

# Open Ecosystem

**AVAYA**

Open API: Connections supported through an open architecture

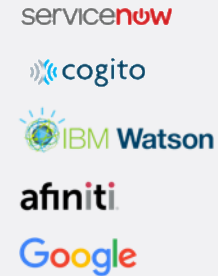
## CRM CONNECTIONS



## CC INTEGRATIONS



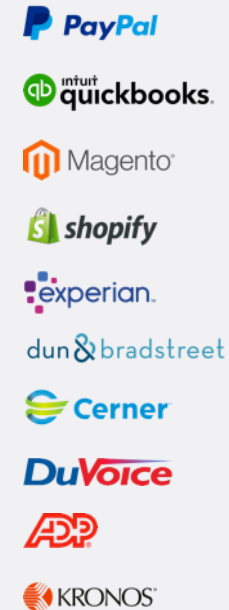
## AI CONNECTIONS



## ANALYTICS ENGINES



## BUSINESS/VERTICAL CONNECTION



## SNAP-INS



This is just a sampling of the thousands of Avaya partners. For a complete list visit [avaya.com/devconnect](https://avaya.com/devconnect)



# Innovation & Investment

## Spoken acquisition

created multi-tenant cloud mid-market, Enterprise and BPO opportunities

## Cloud Master Agent Program

Jenne, Intelisys and Telarus for SMB and Mid-Market SaaS offers

## New AI Capabilities

Intelligent Self-Service  
Smart Routing  
Conversational Intelligence  
Agent Guidance  
A.I.Connect Ecosystem

## Expanded IaaS deployments

with Aura 8.0 including AWS, Azure and Google Cloud

## Modern Workspaces for Elite customers and Omnichannel improvements

## Expanded Workforce Optimization portfolio

## Refreshed and expanded device portfolio

## Mobile Experience

cloud-based intelligent mobile call handling, now with live customer deployments

## Flexible Meetings in the Cloud

Equinox Online

## IP Office integration

with Equinox and team Spaces

## Global innovation incubator launch

AI, IoT, Blockchain, Mobility, Security

# Strategic Partnerships

afiniti

amazon

facebook

Google

IBM Watson

Microsoft

ORACLE

salesforce

VERINT

# How We Help Facilitate Digital Transformation

1

Providing you a **seamless, integrated experience** across UC, CC and collaboration

2

Giving you a choice of delivery models whether on premise, **public/private cloud** or a **hybrid solution** – offering a business model that doesn't conflict with yours

3

Enabling you to **leverage investments** that you've already made in **infrastructure and integrating those** with technologies coming to market today

4

Providing **world-class support, services and infrastructure** to manage your enterprise communications

# 2019 New Solutions & Capabilities



## CONTACT CENTER

- eCommerce
- SMB Bundles
- Mobile Experience
- Mobile Identity
- Next-gen Digital
- Cloud Migration Tools
- Unified Workspaces w/Analytics
- WFO in the Cloud



## UNIFIED COMMUNICATIONS

- eCommerce
- SMB Bundles
- Device as a Service
- Open SIP
- Spaces & Meeting Convergence
- Cloud Migration Tools



## DEVICES

- Headsets
- Wireless Campus
- Huddle Rooms
- Device as a Service
- Open SIP
- AI on Multimedia Devices



## ARTIFICIAL INTELLIGENCE

- Self Service Bots
- Smart Routing for Cloud and Outbound
- Conversation Intelligence
- Business Rules Engine
- AI Analytics and Insights

# At Radio Flyer Customer Engagement is Not Something to Toy With

## Challenges

- Leverage technology solutions to maintain Radio Flyer's 99-year reputation for excellent customer service
- Employ smart consumer call handling to effectively field the 35,000-plus calls Radio Flyer receives from customers every year

## Value Created

- A reliable and scalable consumer engagement strategy that improves the Radio Flyer customer experience
- Collection of valuable data and metrics that has fueled operational improvements and staffing efficiencies
- Easy-to-administer phone solution allows in-demand IT resources to be focused elsewhere

## Transformation

- Radio Flyer transforms to etailer with online direct sales through radioflyer.com – Avaya IP Office solution ready for significant increase in calls

Industry:  
**Retail**



**Radio Flyer, Inc.,** maker of the famous little red wagon, is the leading producer of wagons, tricycles and three-wheel scooters in the United States. Radio Flyer has more than 100 award-winning products available in 25 countries, including bicycles, scooters and a variety of ride-ons. Since 1917, the privately-held, family-owned company has created icons of childhood, building a legacy of high-quality, timeless and innovative toys that spark the imagination and inspire outdoor, active play.

# TTRS Provides New Services to Thailand's Hearing and Speech-Impaired Community

## Challenges

- Establish a centralized contact center, staffed by sign language translators, to bridge the communication gap between hearing and speech-impaired people and the community

## Value Created

- Supported more than 1,000 active users and 4,000 voice calls, video calls, SMS and emails per month
- Reduced communication difficulties to ensure hearing-impaired people receive the correct advice and services
- Enhanced staff efficiency, productivity and mobility
- Enabled managers to record and monitor calls, and analyze staff performance

## Transformation

- Specialist contact center staffed by agents trained in sign, who mediate between hearing or speech-impaired people and other members of society
- Contact center available via voice, sign language video calls, email or SMS



Industry:

**Government**

**Thai Telecommunication Relay Service (TTRS)** is a not-for-profit, public service organization, funded by Thailand's National Broadcasting and Telecommunications Commission and the Universal Foundation for Persons with Disabilities. TTRS promotes and supports better communication between hearing- and speech impaired people and other members of the Thai community.



# Patient Care Benefits Seen For Mothers And Newborn Babies At Geneva University Hospitals

## Challenges

- Help families cope with premature birth
- Fight post-partum depression
- Provide patients in rural areas with virtual visits
- Enhance collaboration among medical professionals

## Value Created

- Reduced cost of training
- Increased efficiency of patient care
- Gained prestige through excellent customer care and quality of service
- Improved the quality of medical training

## Transformation

- Strengthening human bond through digital communications



Industry:

**Healthcare**

Born of a centuries-long tradition of excellence in the sciences and medicine, the **Geneva University Hospitals (HUG)** was established in 1995. HUG manages a first-class research program, closely linked to the Faculty of Medicine of Geneva. Their combined fields of expertise ensure patients have access to the latest in technological developments and medical progress.



# Why We Can Do This?

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- Our culture
- Our people
- Unwavering commitment to our customers
- Our partners
- Years of experience
- Laser focus on the markets we serve



**Thank you.**