



#ExperienceAvaya

 @Avaya\_IT

# EXPERIENCE AVAYA | 2018

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# THANK YOU





**JANUARY 17, 2018:  
NYSE AVYA**



# CREATING GREATER VALUE FOR OUR CUSTOMERS, PARTNERS, AND SHAREHOLDERS

We now have the flexibility to...



To Invest  
for growth



Continue our  
transformation to a  
Software, Services  
& Cloud

AVYA  
LISTED  
NYSE

AVAYA

AVYA  
LISTED  
NYSE

AVAYA



# HOW DID WE GET THERE?



**STRONG  
BALANCE SHEET**



**EXECUTION  
FOCUS**



**REVITALIZED  
MANAGEMENT  
ORGANIZATION**



**PARTNER  
SUCCESS**

# AVAYA IS A LEADING GLOBAL PROVIDER OF COMMUNICATIONS SOFTWARE & SERVICERS

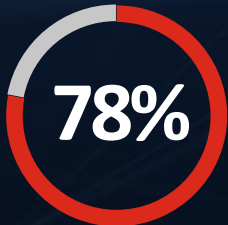
## Market Leadership

- #1** Contact Center
- #2** Unified Communications & Collaboration

## Best-in-Class Business Model

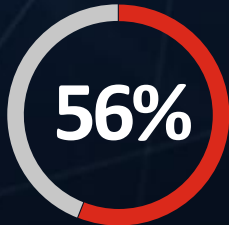


**\$3.3bn**  
FY17 Revenue



Software & Services

## Predictability, Profitability and Growth



Recurring Revenue



EBITDA Margin



# CONTINUING TO BE THE TRUSTED ADVISOR



More than 90%  
of *Fortune 100*  
companies use  
Avaya Solutions



Top 10 largest  
banks worldwide  
use Avaya solutions



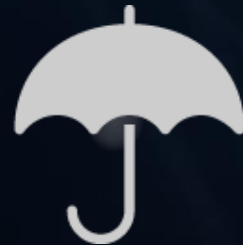
More than 1,000  
healthcare institutions  
worldwide rely on  
Avaya solutions



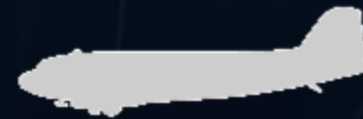
Top 10 passenger  
Airlines rely on  
Avaya solutions



Top 10 largest  
auto manufacturers  
rely on Avaya solutions



Top 10 insurance  
companies worldwide  
use Avaya solutions



9 out of the top 10  
cargo airlines  
worldwide rely on  
Avaya solutions



28,000 companies  
leveraging Avaya  
APIs and open  
platforms

**More 220,000 customers locations and 6,000 channel partners worldwide**



**CUSTOMERS**



**PEOPLE**



**PARTNERS**





# OUTSTANDING EXPERIENCES



# BOSCH

## EXPANDS PARTNERSHIP WITH AVAYA TO SUPPORT NEXT GENERATION WORKPLACE STRATEGY

- A leading global supplier of technology and services
- \$60 million agreement with Bosch to provide a range of business communications solutions to 160,000 Bosch associates worldwide
- Private Cloud Services to support a globally connected and agile workforce

Employees,  
Connected

**160K**

**20%**

Reduction in  
comms TCO

Year private  
cloud services

**5**

**440+**

Subsidiaries,  
1 global  
platform



**BOSCH**

Invented for life

**AVAYA**



# TELECOM SERBIA

TRANSFORMATION JOURNEY, FROM BASIC CALL CENTER TO NOW OFFERING FULL DIGITAL BANKING SERVICES

- The country's leading service provider transformed service levels to millions of subscribers
- Leveraging Avaya's Omnichannel customer experience platform and services, TS has a 360° view of the customer
- Now TS platform opened up new business models like Pay TV and Digital Banking

Subscribers

**7M**

**41%**

Increase in  
Mobile  
services  
CSAT

View of  
customers,  
analytics &  
Omnichannel

**360°**

**New**

Business  
model, now  
in digital  
banking

Telekom Srbija

AVAYA



# NPOWER

EXPEDITES TRANSFORMATION WITH AVAYA CLOUD IN PARTNERSHIP WITH 4NET AND BT

- One of Britain's leading energy companies, and is part of the Innogy group, one of Europe's leading electricity and gas companies.
- The new managed cloud – pay per use solution will introduce multi-channel customer contact with automated and mobile features
- Complete security powered by BT Secure Contact

Gas &  
electricity  
accounts

**5.1M**

**High**

Security of  
customer  
transactions

Single  
integrated  
cloud solution

**1**

**3+**

Years  
managed  
cloud





# EMIRATES NBD

LAUNCHED EVA - THE FIRST VIRTUAL ASSISTANT IN THE MEA REGION WITH AVAYA

- The 2<sup>nd</sup> largest bank in the Middle East, with operations across the region, UK, India and China
- ENBD has a strong digital culture that stimulates innovation
- Comprehensive digital CX platform powered by Avaya. Eva to be the single CX interface on web and mobile apps



Virtual assistant in the region

**1<sup>st</sup>**

**1<sup>st</sup>**

To pilot Blockchain applications

Digital – Future ready CX platform

**1**

**EVA**

One interface for customer touchpoints

AVAYA



# DNATA

A SEAMLESS, PERSONALIZED  
EXPERIENCE ACROSS THE  
CUSTOMER JOURNEY.

- One of the World's largest air services providers
- Fast growth across the 6 continents
- Avaya selected as partner to drive digital transformation in customer experience

Years  
partnership

5

13

Contact  
Centers  
Consolidated

Unified  
Customer  
Journey

1

7M

Passengers  
Served

dnata

AVAYA



# OUR GROWTH LEVERS

## CLOUD FOCUS



## VERTICAL SOLUTIONS



## ECOSYSTEM PARTNERSHIPS





**Avaya is the first  
vendor in our  
industry to  
receive BCR  
approval for  
Data Privacy**







# AVAYA

IS MOVING **STRONGER** THAN EVER

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AVAYA



The background of the slide features a night-time cityscape with illuminated buildings and a highway with light trails from cars. Overlaid on this is a network diagram consisting of white dots connected by thin white lines, forming a globe-like structure. The Avaya logo is prominently displayed in the upper center in a large, white, sans-serif font.

# AVAYA

**IS ORGANIZED FOR CUSTOMER NEEDS**

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The bottom of the slide features a red diagonal banner on the right side containing the Avaya logo. On the left side, there is a decorative graphic of several parallel diagonal lines in shades of red and grey.

AVAYA





# AVAYA

**IS BUILT ON TECHNOLOGY &  
RELATIONSHIPS**

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AVAYA



AVAYA