

EXPERIENCE AVAYA

2018

SHAPING

INTELLIGENT CONNECTIONS



Going beyond the digital experience

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DIGITAL TRANSFORMATION



Transforming experiences
through the adoption of mobile
digital services

Enabling next generation
automated interactions

WHERE ARE WE TODAY?

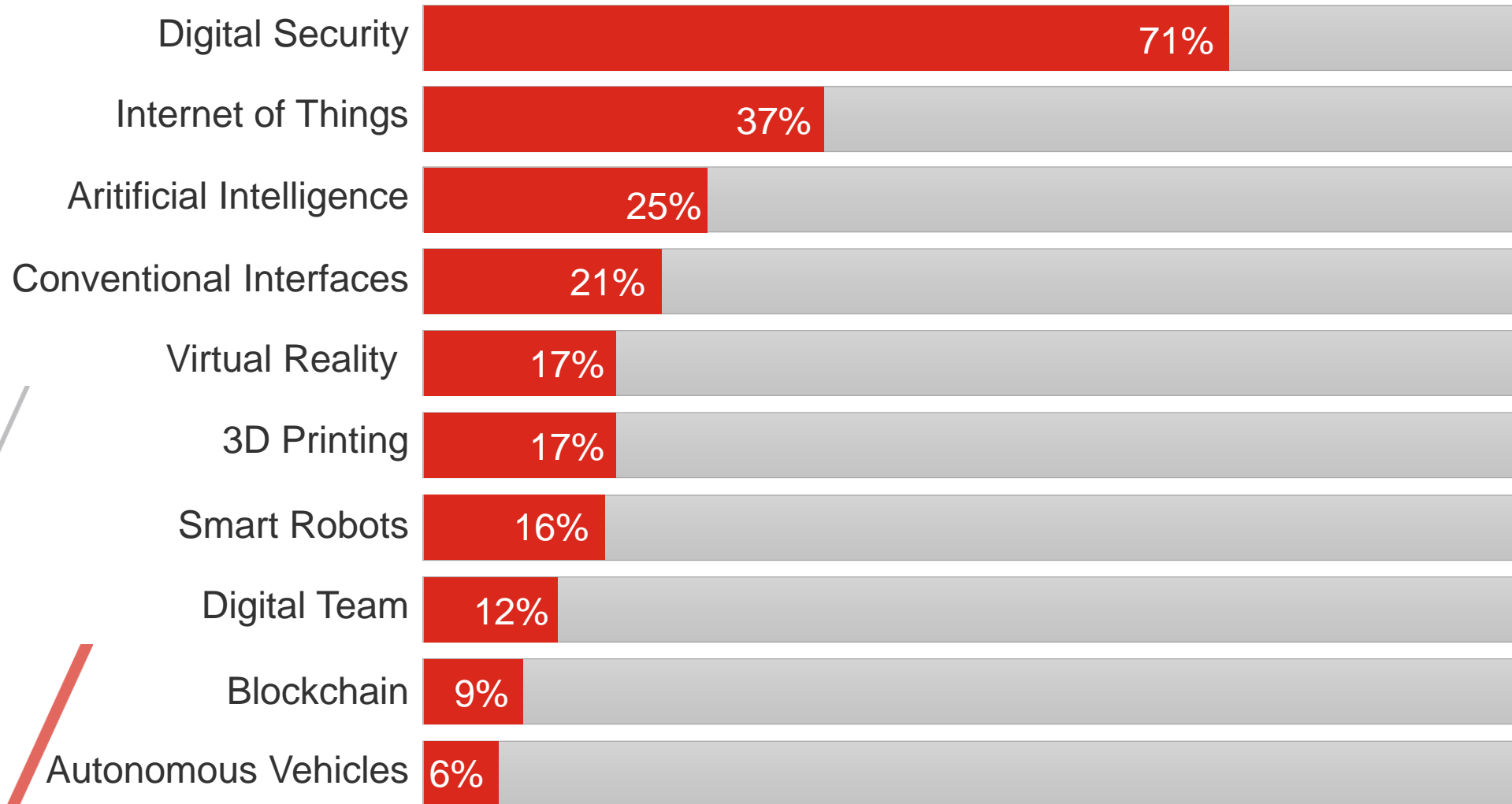


WHERE WE FEEL
WE ARE

WHERE WE FEEL WE SHOULD BE

DISRUPTIVE TECHNOLOGY ADOPTION IS INCREASING?

Percentage of respondents that have deployed a technology or are in short-term planning for deployment



■ Have already invested and deployment / in short-term planning

■ All other responses

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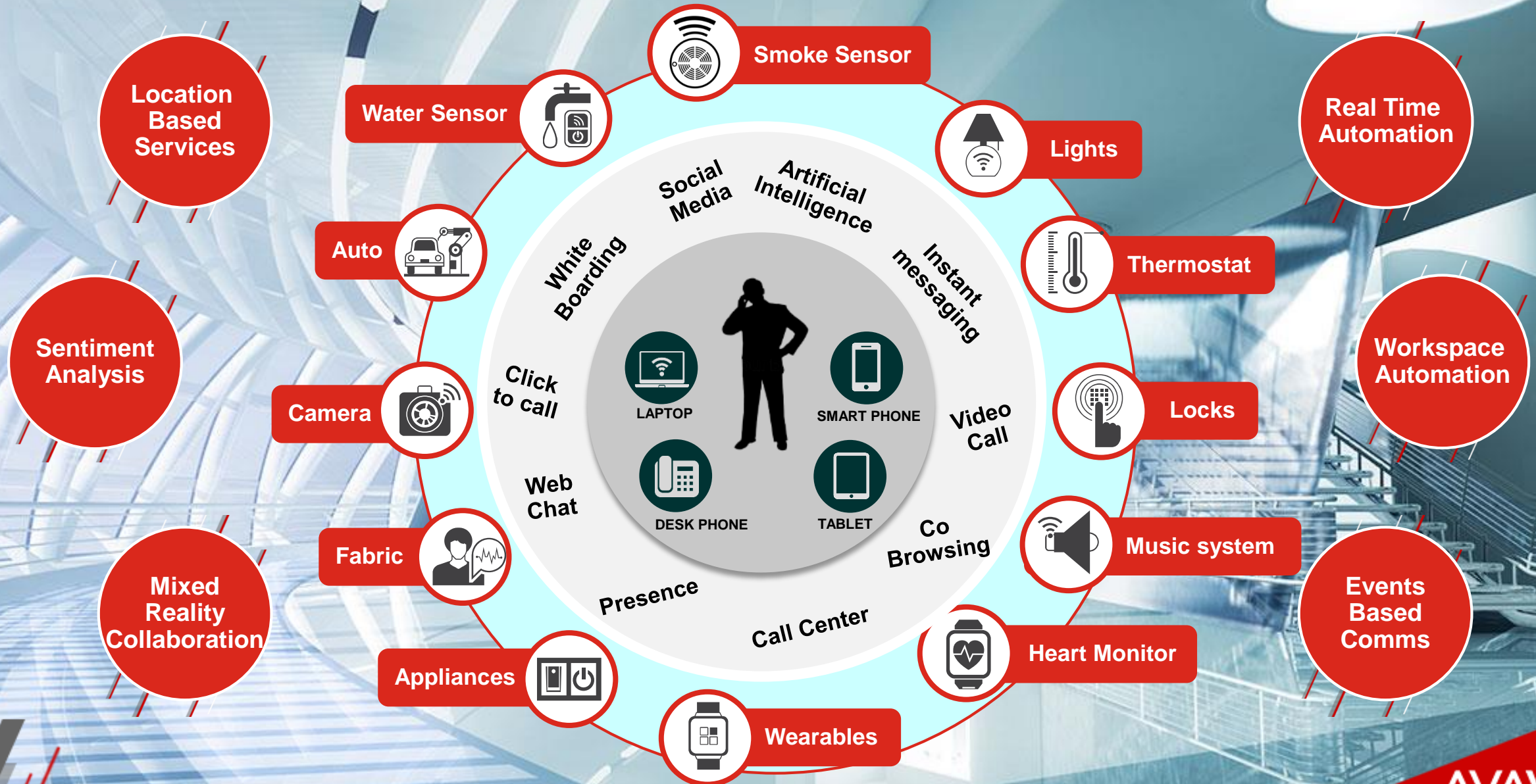
THROUGH 2020

Integration will **consume 60%** of the time and cost of building a digital platform



Enterprise Challenges going into 2018

Digital Transformation



Envisioning the future



SOLUTIONS ROADMAP ADDRESSES MODERN ENTERPRISE NEEDS

Theme I:
Automation &
Artificial Intelligence

CONTACT CENTER
APPLICATIONS

ENDPOINTS &
COLLABORATION
APPLICATIONS

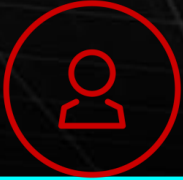
COMMUNICATIONS
& CONFERENCING PLATFORMS

DEVELOPER TOOLS & PLATFORMS

Theme II:
Open, Modular
& Cloud First

Theme III:
Adoptable Innovation
Next to vs. Instead of

The reference model



CUSTOMER ENGAGEMENT
(Multi-touch Customer Experience)

TEAM ENGAGEMENT
(Rich Collaboration Tools)

USE CASE DRIVEN
(People, Process / Dynamic, Things)

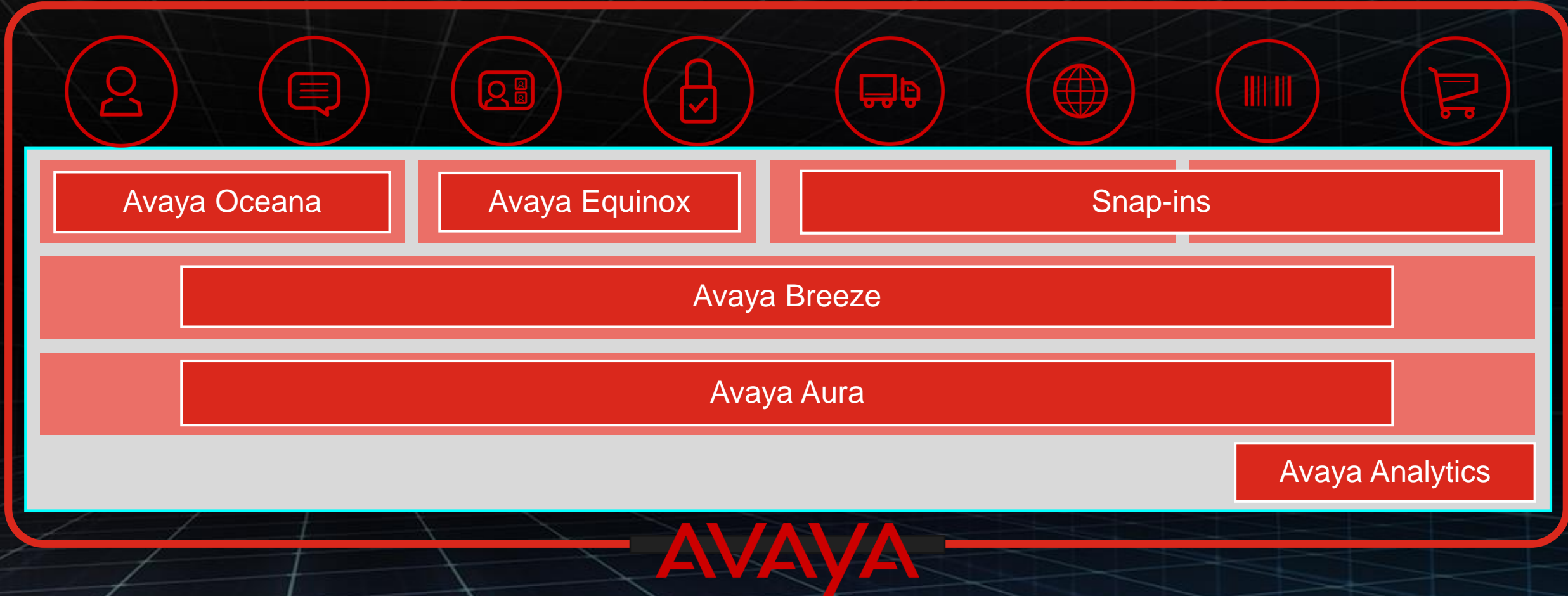
ECO-SYSTEM
(Take your business further)

APPLICATIONS INTEGRATION PLATFORM & CLIENT SDK

ANYWHERE, ANYTIME COMMUNICATIONS

360° ANALYTICS

The reference model



Bringing together open, adaptive and intelligent solutions that transform how the world connects

Making easy to



BREEZE SNAP-INS **DEVELOP AND DEPLOY**

new collaboration applications quickly



Core & Real time



BREEZE CLIENT SDK **EMBED COMMUNICATIONS**

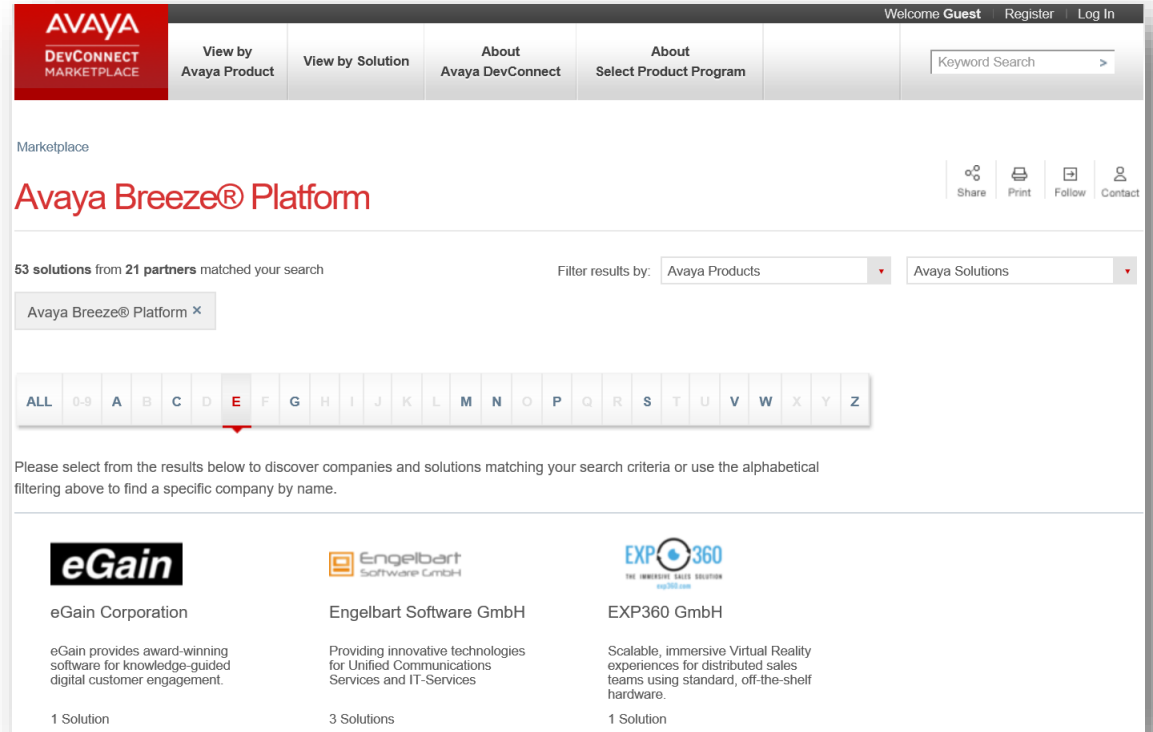
in your applications



User Experience

Avaya Snap-in Marketplace

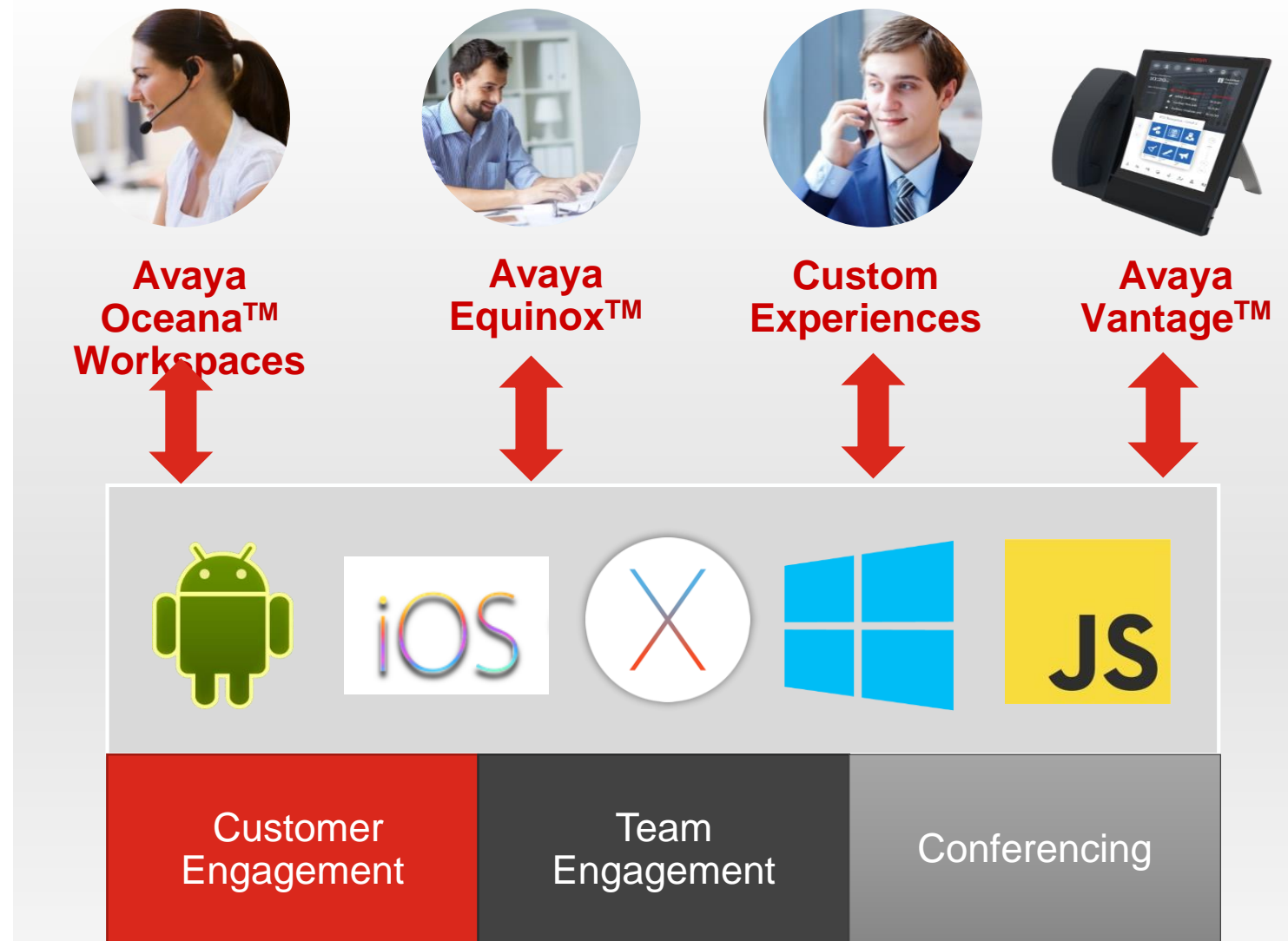
- ✓ Download, Deploy and Run Fully Functional applications on your Avaya Breeze™ platform
- ✓ 3rd Party ISV's and Developers rolling out Snap-Ins to help you execute your business goals
- ✓ Simplify Application Development with Pre-Built Modules



Avaya User Experience Strategy

✓ Custom experiences or build client functions (i.e. widget phone) into existing applications or workflows: CRM, salesforce.com, SAP, etc.

✓ Breeze Client SDK offers methods and class to provide the developers with an abstraction layer for the platform they choose to develop against



Italy R&D MILESTONES

**MOST EXPERIENCED TEAM IN
VIDEO IN THE INDUSTRY**

22 YEARS OF EXPERIENCE

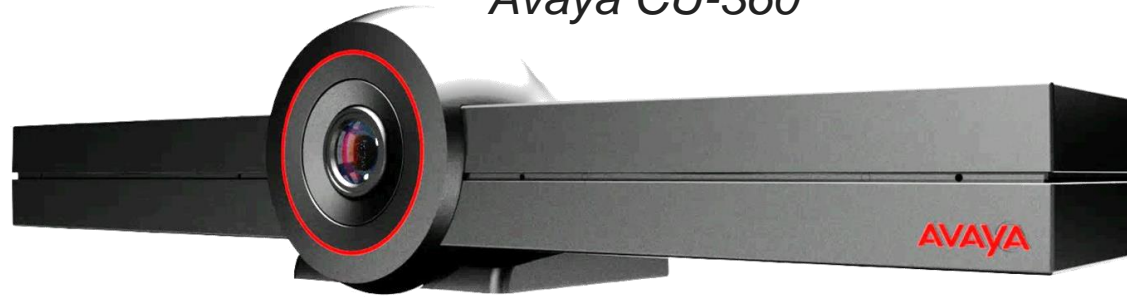
**TALENTED TO FULLFIL AND
DRIVE FUTURE TRENDS**

**RICH HIGH-VIDEO DEVICES
AUDIO VIDEO MEDIA SDK
FOR EQUINOX SOLUTION**

THE NEW BORN: THE POWER OF AN OPEN ARCHITECTURE

Creativity is the Only Limitation of the Avaya Huddle Room Experience

Avaya CU-360



HEALTHCARE

- Remote diagnostics in healthcare
- TV mode for hospitality
- Tele-everything
 - tele-medicine
 - tele-consulting
 - tele-learning



HOSPITALITY



*Android™ App
Developers*

Possibilities are Endless!

WE'RE MOVING IN THE CLOUD

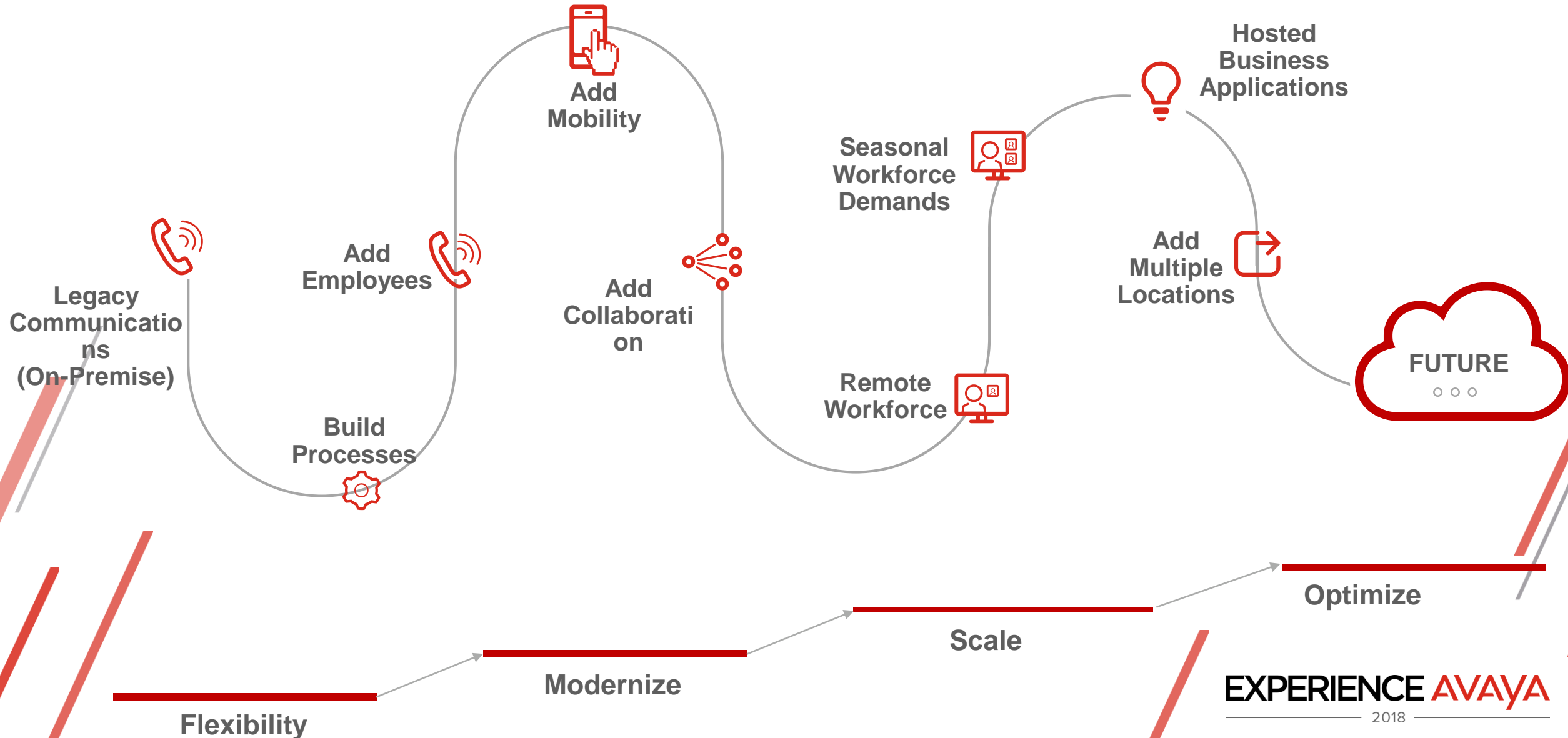
AVAYA CLOUD

AVAYA

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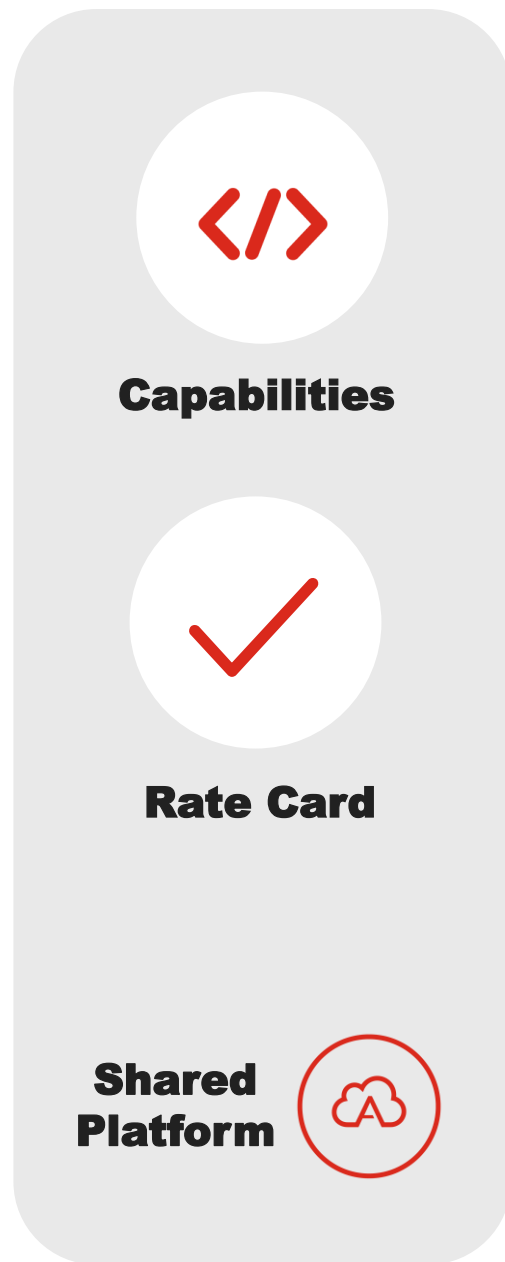
CLOUD IS A JOURNEY



Provide public



**Cloud
Amendment**



**Self
Provisioning
and
Management**



Services

**Hybrid
Deployment**



Provide private



**Private
Cloud
Amendment**



Capabilities



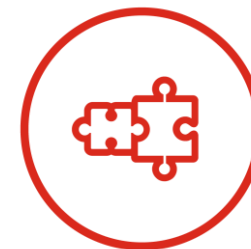
**Pricing
Model**

**Dedicated
Platform**



Services

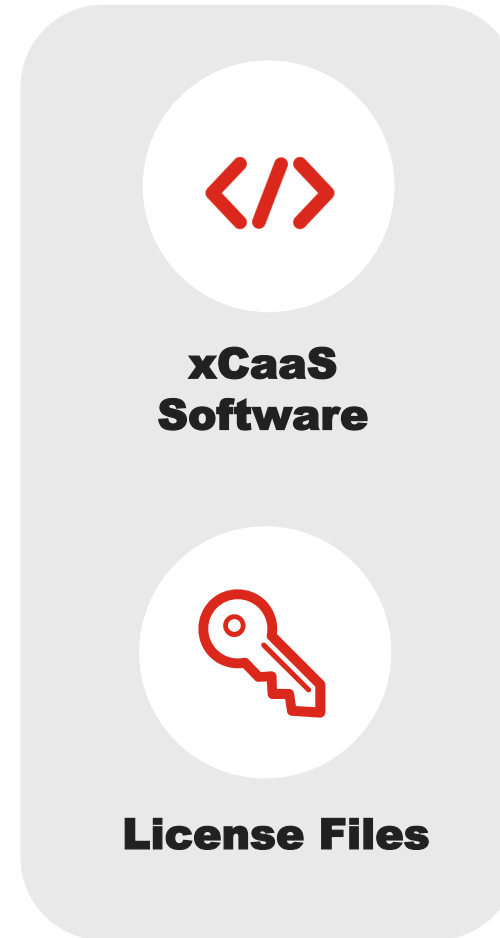
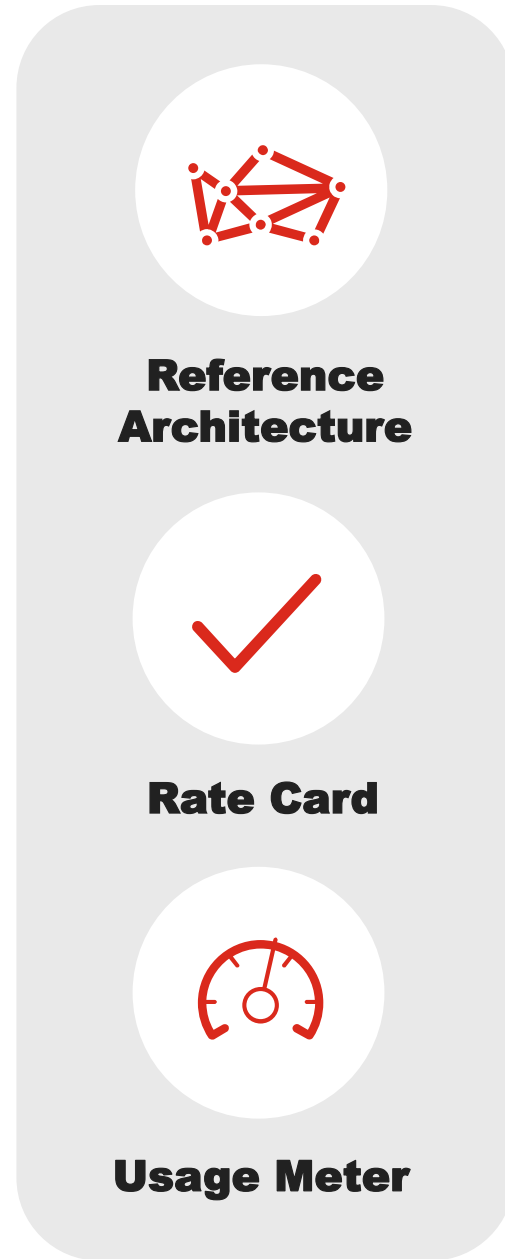
**Hybrid
Deployment**



Enable



**Cloud
Amendment**



Services

Introducing avaya equinox meetings online 3.0

AVAYA
equinox™ | meetings
online



Your conference room in the cloud

Key Features

- ▶ Premium Meetings / Conference as a Service offer
- ▶ Virtual meeting room at monthly cost or annual contract, can host up to 50 participants
- ▶ Powered by, operated by Avaya
- ▶ Sold to customers only via business partners

What's new in 3.0?

- ▶ Optimized for Voice, Video, Web Collaboration
- ▶ Equinox Client for Win, Mac, Android, iOS
- ▶ Zero download Equinox Web Client
- ▶ Advanced Web Collaboration
- ▶ Local telephony dial in numbers in 15 countries
- ▶ Streaming of live events, up to 500 viewers
- ▶ Choice of languages on service prompts
- ▶ SIP connectivity
- ▶ Slider, and more cool and unique features...
- ▶ Even more secured with Avaya SBC

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THIS IS AVAYA



No need to rip
and replace!



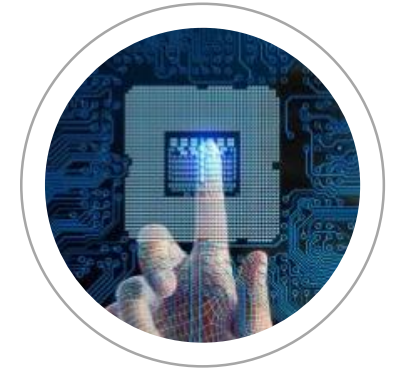
Add soft
clients, mobility,
collaboration



Add cloud
team spaces
for
collaboration
as needed



Automate
communication,
workflows or
compliance
rules



Integrate your
communication
core

AVAYA