

This is Avaya

Who We Are

Avaya helps companies build intelligent experiences that matter for their customers and employees. As a global leader in contact center, unified communications and cloud, we understand the foundational role of communications for digital transformation. Prioritizing choice and integration, we know that every path to success is unique. We provide open access to leading vendors and technology for brands to invest in digital transformation in ways that are sensible and results-focused.

What We Do

No matter what you have now, where you want to go or who you need to work with, we help knit things together for you on your terms with the Avaya Intelligent Xperiences™ (IX) portfolio of solutions. Avaya IX™ offers a truly seamless and integrated experience across our entire solution portfolio (UC, CC and collaboration) to drive targeted customer and business outcomes. We make this possible by offering freedom, flexibility and choice of deployment that fits each organization's exact needs.



More than **120,000** customers trust Avaya for reliable communications

Customers in more than **175 countries**

Avaya is the **#1 global leader** in Contact Center solutions

144 million people trust Avaya daily for reliable communications

5.5 million Contact Center users worldwide

More than **4,700** channel partners globally

141.5 million UC lines

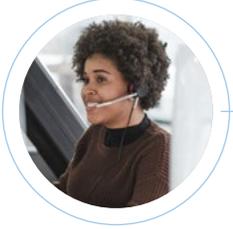
Avaya holds **4,500 patents**

Avaya is the **#1 global leader** in Unified Messaging

3.5 million Cloud seats worldwide



How We Deliver Experiences that Matter



We turn the contact center into a critical strategic asset.

The Avaya IX™ Contact Center portfolio of solutions is designed to improve key measures of satisfaction and operational performance with voice and digital engagement for customers, desktop augmentation for agents, and advanced workforce engagement for managers. Organizations can effectively tailor customer interactions, better handle complex calls, increase first contact resolution and average revenue per contact, and create more meaningful human connections.

We reshape the employee experience.

The Avaya IX™ Workplace portfolio of solutions enhances engagement and productivity with powerful UC capabilities including calling, messaging, video conferencing, meetings and more. The integrated platform enables employees to more intelligently act on data, connect enterprise-wide to support the digital customer journey, and become engaged as innovators.



We offer complete freedom of cloud deployment.

Whether you need Public, Private, Hybrid, Contact Center-as-a-Service (CCaaS), Unified Communications-as-a-Service (UCaaS) or Communications Platform-as-a-Service (CPaaS), Avaya offers the most flexible cloud platforms and options available for any size of business.

We provide the right tools for the right experience.

Avaya IX Workplace offers a complete line-up of sophisticated phones, multimedia devices, video conferencing systems and headsets designed to support businesses' range of needs. These tools are designed to deliver a familiar, consumer-like level of simplicity while enhancing the CC and UC user experiences. The results: Higher user satisfaction, more productivity and overall better collaboration experiences.



We create more personalized and secure mobile experiences.

The Avaya IX™ Mobility portfolio—consisting of Avaya Mobile Experience and Avaya Mobile Identity—provides the foundation organizations need to deliver smarter and more meaningful experiences to their mobile consumers. Avaya Mobile Experience helps provide agents with mobile consumers' contextual information while reducing toll costs. Avaya Mobile Identity delivers customer authentication to reduce fraud risks and costs. The result - more personalized, secure brand experiences for mobile consumers.

We help companies effectively implement and scale artificial intelligence.

Avaya helps infuse AI organization-wide with solutions including machine learning, robotics and process automation, natural language processing, vision, and conversational intelligence. Brands can harness the full power of AI to drive new efficiency gains and improve the digital customer journey.



We step in when needed.

At any point, Avaya Professional Services can step in to help organizations in the way they need it most. This can include an executive review, an alignment of strategy/goals or identifying efficiency improvement opportunities during one of our Discovery Workshops. Our professional services range from design to deployment to ongoing support and management.