Executive Overview

- Headquartered in Silicon Valley, CA
- 144M people rely on Avaya solutions every day
- Over 120K customers in over 175 countries
- 130M unified communication lines and 5.5M contact center seats
- 4,000 + patents
- 3.5 million cloud seats worldwide

Product & Service Offerings

Avaya Cloud Office places the customer in control of their communications and delivers a unified communications experience that's intuitive to use and accessible from a phone, a browser, or any mobile device. From a single interface, they can chat with colleagues, make and receive calls, plan and join meetings, collaborate with screen sharing and video and keep their teams on-task with file sharing, task management, and virtual team rooms that let everyone share and stay up-to-date.

Avaya Cloud Office creates a portal for communications, allowing people to quickly transition to the mode that's exactly right for them at any moment. One-click is all it takes to start a call, join a meeting, contribute to a team chat, or share content.

Avaya Cloud Office Essentials:

- Up to 20 users only
- Business phone or toll-free numbers
- Unlimited calls within US/CA
- Unlimited Business SMS
- Voicemail Transcription
- Team messaging
- Document sharing
- 24X7 support

Avaya Cloud Office Standard: Everything in Essentials PLUS

- No limit on the number of users
- Business phone numbers in over 100 countries
- Unlimited Internet Fax
- Unlimited audio conferencing
- Video meetings with up to 100 participants
- Up to 24-hour meeting duration
- Quality-of-service reports
- Popular integrations including 365, G Suite, Slack, and more

Avaya Cloud Office Premium: Everything in Standard PLUS

- Automatic call recording
- Single sign-on
- Multi-site admin & management
- Up to 8-digit extensions with site codes

- Hot Desking
- Advanced call handling including Whisper, Barge, and more
- Video meetings with up to 200 participants
- Real-time Analytics
- Popular CRM integrations with Salesforce, Zendesk, and more
- Industry-specific integrations with Canvas, Smarsh, and more
- Developer Platform and Custom Integrations

Avaya Cloud Office Ultimate: Everything in Premium PLUS

- Device status reports
- Device status alerts
- Unlimited storage

Sales Engineer Take On Best Fit

Avaya has provided enterprise grade communications to businesses of all sizes for decades. Boasting 100million and 6 Million seats of UC and CC, customers have trusted Avaya with their critical communications over and over again. Avaya offers several flavors of on prem, hybrid or fully cloud solutions. With several proprietary products and other partnerships, Avaya has the ability to create a fully connected and focused customer experience within any digital journey.

Brent Wilford - Senior Director of CX & Unified Communications

Key Features & Differentiators

- One app with one-touch access to meetings, calls, and messages
- One number for voice, FAX, and business texting
- Integrated HD video web collaboration, including screen sharing, for up to 200 users (Audio-only conferencing for up to 1,000 users)
- Hundreds of integrations with desktop, workflow, and CRM apps create a seamless communications experience that eliminates the need to switch between applications
- Always-on persistent multimedia messaging that supports 1 to1 or multiparty conversations

Top Industries Served

- Healthcare
- Education
- Hospitality (Hotels, Food, Beverage)
- Retail & Consumer Products / eCommerce

Ideal Customer Profile

Existing Avaya customers looking to realize the benefits of a public cloud solution from the same vendor they know and trust.

- Familiar user experience and investment protection with Avaya devices and features.
- Migration and deployment services and tools specific to Avaya environments.
- Integrated customer and employee engagement technology, Contact Center, and Unified Communications.
- One "back to pat" for a complete end-to-end customer and employee Cloud solution.

Greenfield Customers

Avaya Cloud Office by RingCentral can be positioned to virtually any sized customer from small companies with a handful of employees to large organizations.

Greenfield customers with limited IT staff and/or cashflow resources that are looking for an affordable, easy to use, purchase, and administer and feature-rich communications solution that's all in one: video, voice, and messaging combined with network services. Customer pain points include:

- Low employee productivity for employees, especially remote or mobile workers
- Slow decision making and lack of collaboration among distributed team members
- Multiple applications, which are difficult to use and support, and which provide no integration between them
- Inability to invoke communications and collaboration from within the applications that employees use every day

Lack of persistent messaging that allows users/teams to collaborate/share content across time zones and media types

Qualifying & Technical Questions

1. Are you looking for ways to improve your employee productivity /responsiveness ?
2. What conferencing services are you using today ? Do you find them cost-effective ?
3. Do you find your current communications solutions difficult to use ? Do they provide a complete set of messaging , calling , conferencing , and collaboration capabilities ? Are they integrated ?
4. Are your current solutions burdensome in terms of maintenance , patching , and security ?
5. Do your UC solutions scale to meet your needs ?