Ask the Tech Experts

Free, multi technology advice from **Stand B119**

UCEXPO
SMARTER COLLABORATION
15-16 May 2019, ExCeL London
CO LOCATED WITH CUSTOMER CONTACTX

Westcon
XPERT COMMUNITY

In partnership with

AVAYA
Experiences That Matter

infovista

ribbon communications

paloalto NETWORKS

AVAYA

Experiences That Matter

Experiences that Matter to your Business

Rob Watts, Westcon UK&I

Westcon

XPERT COMMUNITY

Our global distribution portfolio: Best of Breed

Unified Communications - Video & Voice Collaboration - Contact Centre
Cyber Security - Network Infrastructure - SD-WAN - Professional Services

Westcon
Leading Global Distribution for UC

30+
years experience
in technology distribution

$3B
in FY 2018 revenues

3000+
people

280
engineers

5
international
support centres

70+
countries with
a physical presence

180+
countries or
territories shipped to

26
international logistics
centres & stocking facilities

Numbers: FY18

What can Westcon offer you?

Westcon XPERT COMMUNITY

Symptoms

Expensive UC, uncompetitive features, network issues, security vulnerabilities.

Prescription

- ✓ Network Assessment
- ✓ Migration Strategy
- ✓ Enhanced Protection
- ✓ Lower TCO & Retained Scalability

Subjects you can ask us about:

UC

- Cloud Communications
- Devices Compatibility
- Migration Strategies
- Contact Centre

Security

- Cyber-Threat Protection
- Secure Real-Time Communications

Performance

- SD-WAN
- App & Network Intelligence
- Integration & Deployment

Experiences That Matter

Experiences That Matter To Your Business

Rick Hawkes

Sales Engineering Manager

15th May 2019

© 2019 Avaya Inc. All rights reserved.

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**

AVAYA © 2019 Avaya Inc. All rights reserved.

What We Hear From Organisations Like Yours…

"We have more communication… but fewer people to handle it."

"…We rely on voice, email, IM, mobile, etc., but they don't work together."

"Our people need to work from anywhere… But we can't effectively support it… We don't know who's available or how best to reach them."

"We are paying more for communications, but customer calls and messages are still falling through the cracks."

AVAYA © 2019 Avaya Inc. All rights reserved.

Why Avaya as Your UC & Collaboration Partner?

Global Experience

Portfolio Breadth

Open Ecosystem

Innovation & Investment

WORLD'S LARGEST PURE PLAY INTEGRATED UC AND CC PROVIDER

AVAYA © 2019 Avaya Inc. All rights reserved.

Avaya Today
Credible, Predictable & Innovative

141 million
Unified Communications Lines

5.5 million
Contact Center Users

121K customers
In 175 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

AVAYA © 2019 Avaya Inc. All rights reserved.

Cloud Is A Crucial Step For Business Transformation

Today's Challenges

- Limited IT budgets, limited-to-no capital
- Increasingly complex application environments
- Limited IT resources; increasing cost to attract, retain and train
- Increasing costs to purchase and maintain IT tools
- Challenging to manage system obsolescence and integration
- Aging Infrastructure but limited-to-no capital available
- Require flexibility on subscribers (up/down)

Cloud Benefits

- Reduce Total Cost of Ownership (Operations, Staff, Tools, Training, HW/SW)
- Business Model (Opex, Predictable Cost, Simple, Flexible)
- Outsource Complexity (System Integration, Management, Skill Sets)
- Improved Productivity (Advanced Applications Deployed Quickly)

AVAYA © 2019 Avaya Inc. All rights reserved.

Your New Communications Experience

- Simple, Intuitive, Powerful
- Easy to Adopt
- Any Location, Any Device
- Frictionless
- Reliable, Scalable, Flexible

AVAYA © 2019 Avaya Inc. All rights reserved.

Enabling Your Success

Calling

Intuitive, enterprise grade features give you the flexibility and power to speed, simplify, and personalize your important interactions

Team Collaboration

"70% of teams will rely on workstream collaboration as primary means of communication between team members by 2022"*

Messaging

Secure, persistent multimedia IM and chat for rapid response and cross-team awareness

Meetings

Accelerate the pace of your business by moving beyond dedicated video rooms to desktop and mobile devices

AVAYA © 2019 Avaya Inc. All rights reserved.

Calling

Powerful Features Make Your Calls a Snap

- Whether you use a phone, the web, or BYOD – it's simple

Stay in Touch Anywhere

- Use multiple devices on your extension so you're always reachable, in the office or on-the-go

Calling That Fits How You Work

- Tailored to your needs, improving reachability, responsiveness, and customer satisfaction

Avaya IP Office™
- For SMB / Mid-market
- Easy to use, cost-effective to maintain
- Adapts to your changing needs
- Easily grows as needed

More than 26 million users rely on IP Office everyday

AVAYA © 2019 Avaya Inc. All rights reserved.

Messaging

Keep it Simple

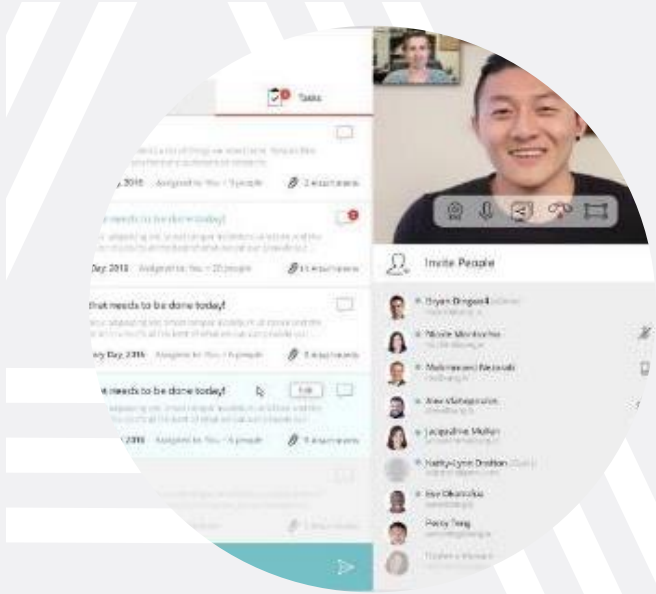
- Consumer apps can be a nightmare to maintain. Bring messaging in-house with a secure and easy to use app

Fully Integrated

- Banish point solutions with integrated voice, video, and messaging at a glance

Persistent Multimedia Messaging

- Share when recipients are off-line and move beyond text to audio, video, or any file type



Avaya Spaces
- Cloud-based, available to anyone
- IM and team chat
- Offload CapEx and Admin

"The solutions deployed are handy and save our precious time, giving us time to focus on the main goals and objectives of the company."

- Ms. Saroj Hange – Solutions Consultant at Parkar Consulting and Labs

AVAYA © 2019 Avaya Inc. All rights reserved.

Meetings

High Quality Collaboration

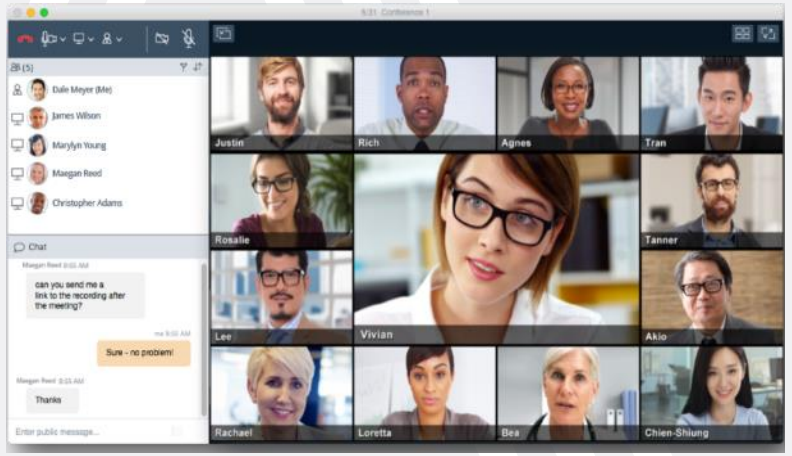
- Enjoy face-to-face interaction with customers or colleagues from any device. Improve engagement, make teams more productive

One Solution for Audio, Video, Web, and Webcasting

- Consolidate multiple solutions to one platform and save money, admin time, and user training

Frictionless Participation

- Easily join from any device, and deliver a rich experience to your customers, suppliers, and partners



Avaya Equinox® Meetings Online

- Flexible, tiered offers
- Offload CapEx and admin
- Rapidly deploy and scale

"Avaya came in and gave us a live demo… We could immediately see the difference in quality and how easy it was to use. As a cloud-based solution, Avaya Equinox® Meetings Online will allow us to have more concurrent video calls."

- Rob Barton, IT and Innovation Director, Kingdom Services Group

© 2019 Avaya Inc. All rights reserved.

Team Collaboration

Powerful Tools for Teams

- Put your team communications into context with conferencing, team chat, file sharing, and task assignment in one place. Focus on outcomes, not admin

Move the Ball Forward, From Any Device, Any Location

- Respond to a question. Join a video call. Assign a task. It's a mobile world, making contact easier in one app

Avaya Spaces

- Cloud team collaboration, no CapEx, no Admin
- Unlimited rooms and 3 tiers for your needs
- Avaya Equinox® integrated

CIOs identified "Improve productivity" as the top investment driver for 2017 to 2019.

An End User Perspective on Navigating Digital Transformation, Global, October 2017 Frost and Sullivan

AVAYA © 2019 Avaya Inc. All rights reserved.

Why Move Your Premise IP Office To The Cloud?

Simplest Migration

- Common code base – no re-retraining staff
- Worldwide partner expertise

Investment Protection

- Re-use 96X1 IP Phones
- Re-use B179 Conference Phones

Cloud Critical Features

- Built-in, always-on security
- Centralized management

Scalable, Flexible and Resiliant

- Scalable to 400 users (and growing!)
- Complete UC capabilities

- Easy Management
- Predictable Expense
- Simple Billing
- Flexibly Scales
- Keep Up With Technology

AVAYA © 2019 Avaya Inc. All rights reserved.

What's Next?

- **Define** your requirements
- **Consider** your applications
- **Review** your desktop device needs
- **Establish** a timeline
- **Gain the advantages** of **Powered By Avaya IP Office!**

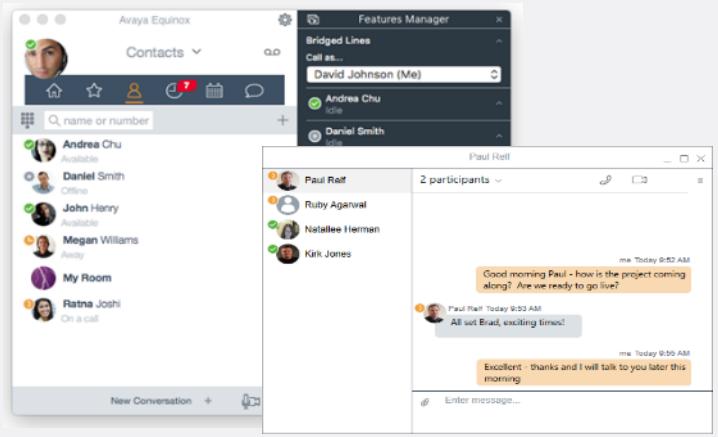
Make Your Experiences Matter!

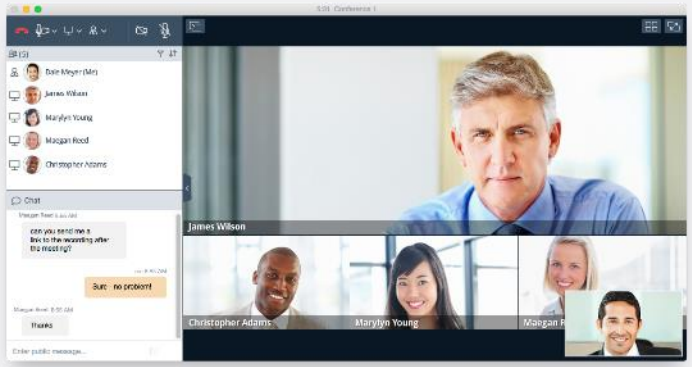
AVAYA © 2019 Avaya Inc. All rights reserved.

Avaya Equinox®

© 2019 Avaya Inc. All rights reserved.

Mobile First, Enterprise Class





TURNKEY USER EXPERIENCE

Enterprise Class

- Reliable voice & video
- Multi-device access
- Common contacts, logs & messaging
- Simplified recording & playback of important content

Productivity & Efficiency

- Device optimized experience
- Persistent messaging
- Deep integration supporting applications

Mobile First UX

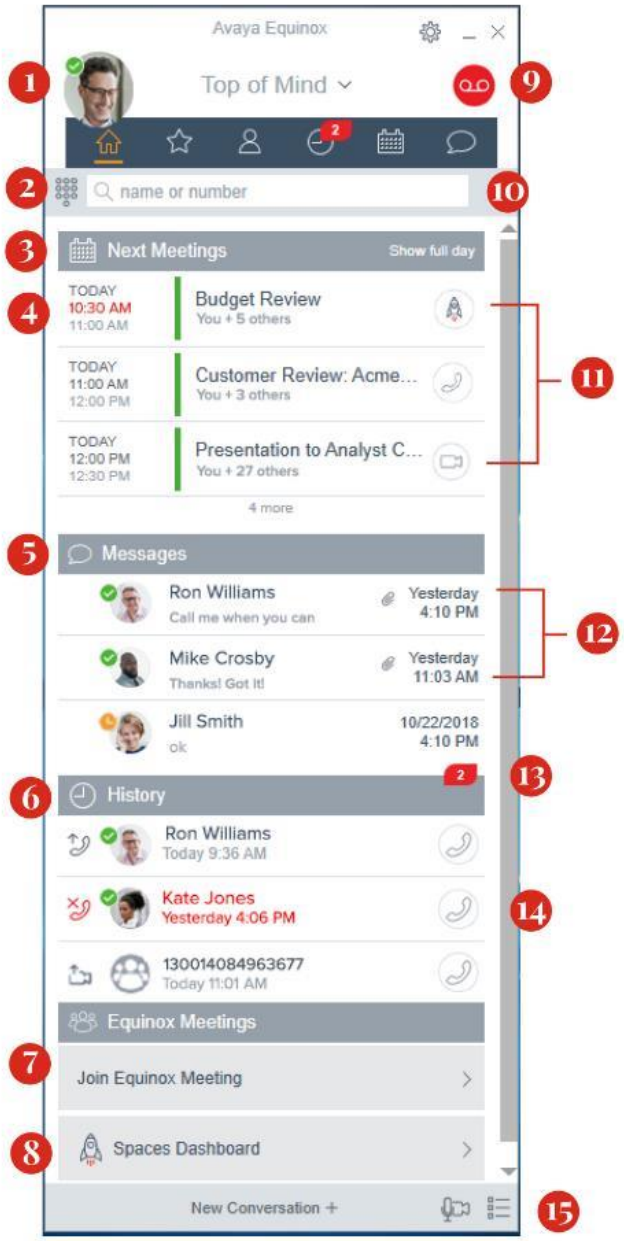
- Simplicity & ease of use
- Action oriented work-flow
- Contextual controls
- Auto discovery installation
- One tap to…anything!

AVAYA © 2019 Avaya Inc. All rights reserved.

Avaya Equinox®

See everything at a glance, respond with a single touch

1. Availability
2. Keypad
3. Calendar integration
4. Your meeting is starting!
5. Instant messages & chats
6. Who called?
7. One touch to meet
8. Access to Avaya Spaces
9. Voice mail
10. Access directory or contacts
11. Icons for meeting type
12. Multimedia files
13. Two new calls
14. One touch to redial or reply
15. Easily adjust devices



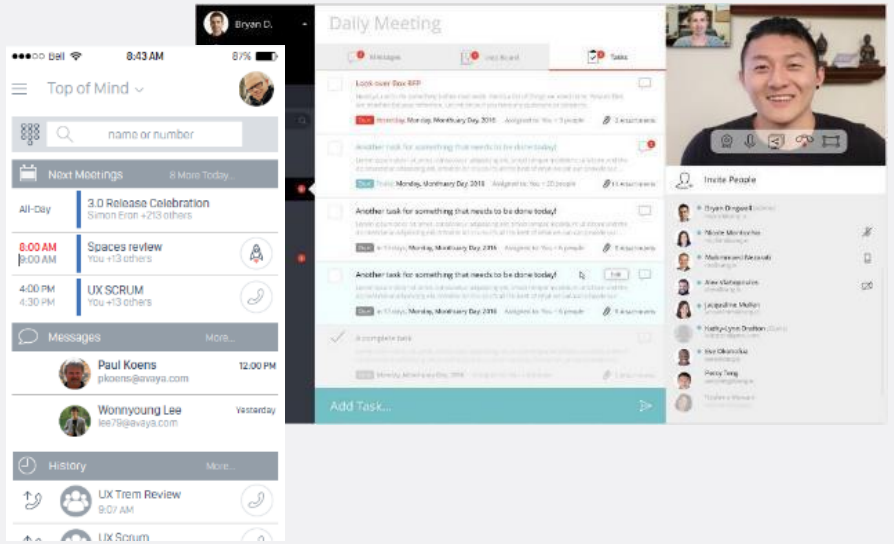
© 2019 Avaya Inc. All rights reserved.

Avaya Spaces

© 2019 Avaya Inc. All rights reserved.

Spaces Team Collaboration with Avaya Equinox®

- Persistent team collaboration & meetings space
- Voice, video, messaging, file sharing, task management
- Web browser & mobile apps
- Organize people, teams, assets in always-on workspaces anchored on activity streams
- Cloud-based, persistent, team collaboration and UC in one app



Essential

- Web and mobile apps
- Voice conference up to 5 people
- Persistent chat
- Share files (up to 1 GB)
- Direct video call other Spaces users
- Spaces API

Business

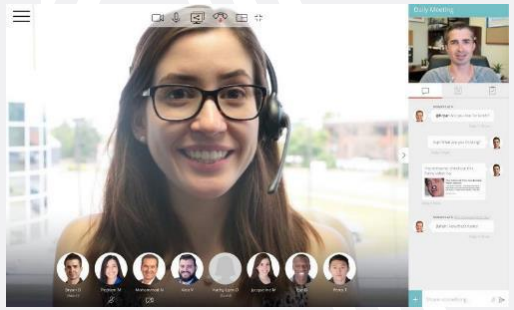
- Everything in Basic PLUS
- Voice conference up to 25 people or Video up to 15
- Unlimited file sharing
- File previews
- Group tasks
- Optional dial-in add-on

Power

- Everything in Team PLUS
- Voice conference up to 60 people or Video up to 25
- Included dial-in
- Administrator Console
- Unlimited support tickets
- API Support

AVAYA © 2019 Avaya Inc. All rights reserved.

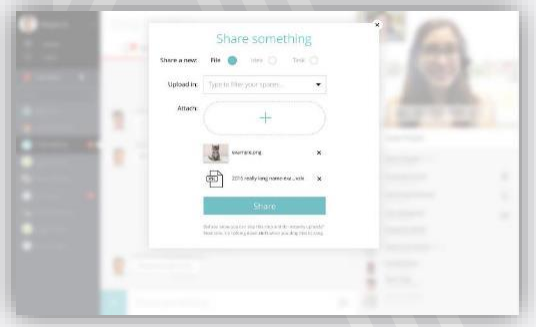
Team Collaboration Features



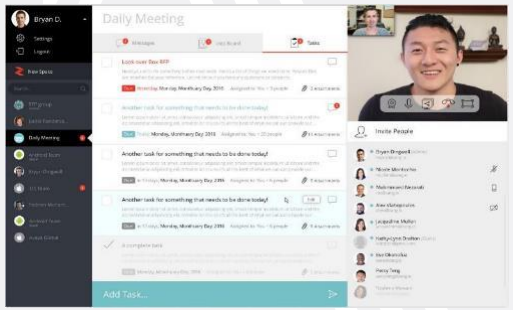
Voice, Video, Messaging

Persistent
Across Devices

Screen Sharing



File Sharing



Task Management

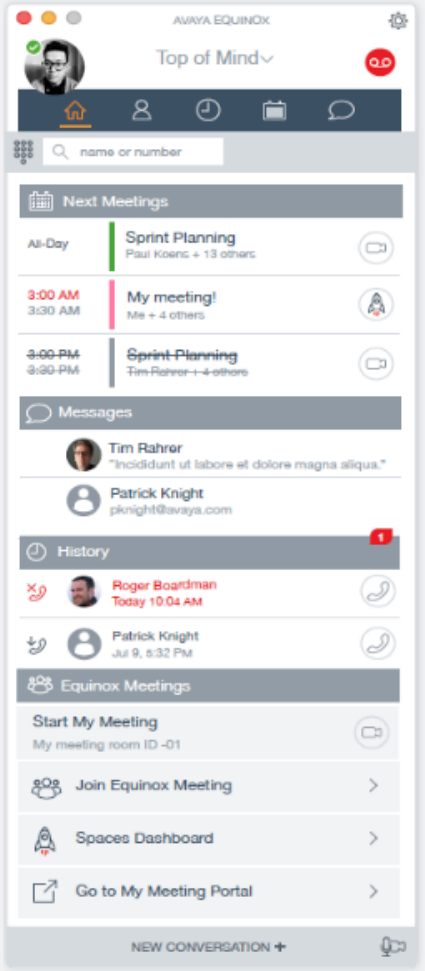
AVAYA © 2019 Avaya Inc. All rights reserved.

Avaya Equinox®
Meetings Online

© 2019 Avaya Inc. All rights reserved.

Powerful Meeting Experience

MEETING RECORDING
Save for later

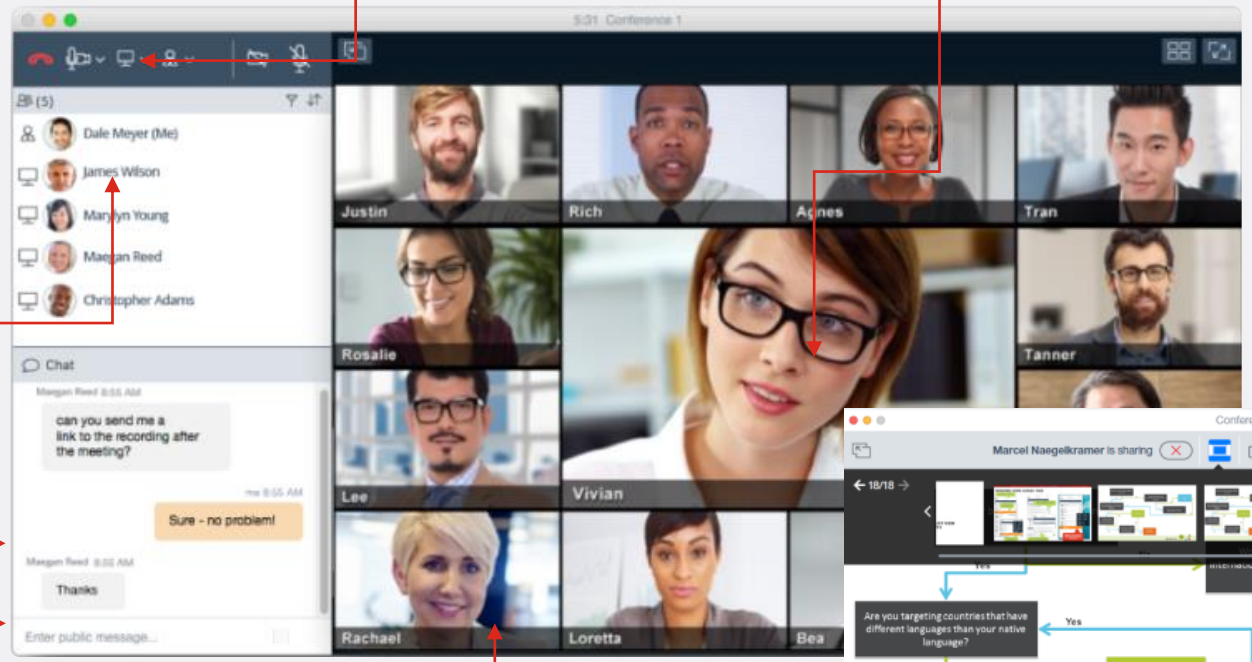


EQUINOX CLIENT & WEBRTC
100 interactive, 500 webcast participants

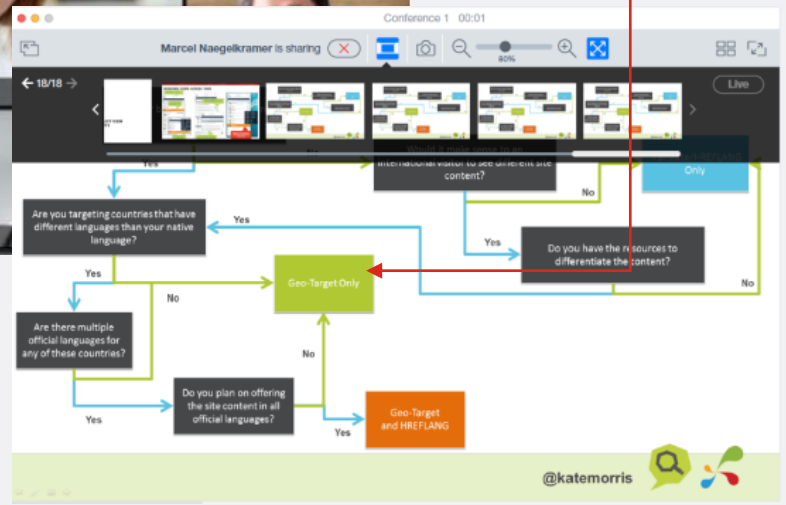
ADVANCED CONTROLS
Self-moderated meetings

INTERACTIVE CONTENT
Rich media for increased meeting effectiveness

INTEGRATED ROSTER
Speaker & presenter activity



WEB COLLABORATION
Screen & application sharing, whiteboard, "Slider", remote desktop, keyboard & mouse control



CHAT
Public & private

INDIVIDUAL LAYOUTS
Personalized video windows for any use case

© 2019 Avaya Inc. All rights reserved.

Equinox Meetings Online New Offers

- Subsets of current capabilities at lower prices
- Highly competitive for Video Room System connectivity
- Volume pricing available

ENTRY

- 25 Participant Meeting Room
- Web Browser & Equinox Connectivity
- Connect 1 Video Room System
- Local Phone Dial-in (+35 Countries)
- View 4 Video Participants (Quad split)

PREFERRED

- 50 Participant Meeting Room
- All Entry Capabilities
- Connect 5 Video Room Systems
- View 28 Video Participants

PRO

- 100 Participant Meeting Room
- All Preferred Capabilities
- Connect 100 Video Room Systems
- Recording (30 day storage)
- Live Webcast to 500 Viewers

AVAYA © 2019 Avaya Inc. All rights reserved.

What next?

Visit our stand:
test our knowledge

Request a Free 30-Day Trial
Powered by Avaya IP Office

UCEXPO
SMARTER COLLABORATION
15-16 May 2019, ExCeL London
CO LOCATED WITH CUSTOMER CONTACTX

Westcon
XPERT COMMUNITY

In partnership with

AVAYA
Experiences That Matter

infovista

ribbon communications

paloalto NETWORKS