



Managed and Hosted Services

A single point of accountability and peace of mind in a converged world

George Humphrey
Director, Avaya Global Services



IP Telephony

Contact Centers

Mobility

Services

Issues Affecting Businesses Today

Many businesses need to refresh technology from Y2K upgrades, but they are encumbered with:

- Complex technologies
- Existing legacy systems
- Capital costs to upgrade
- Operating expenses that need to be reduced
- IT departments not equipped to deal with IP Migration
- Risk aversion
- Concerns about business continuity and security



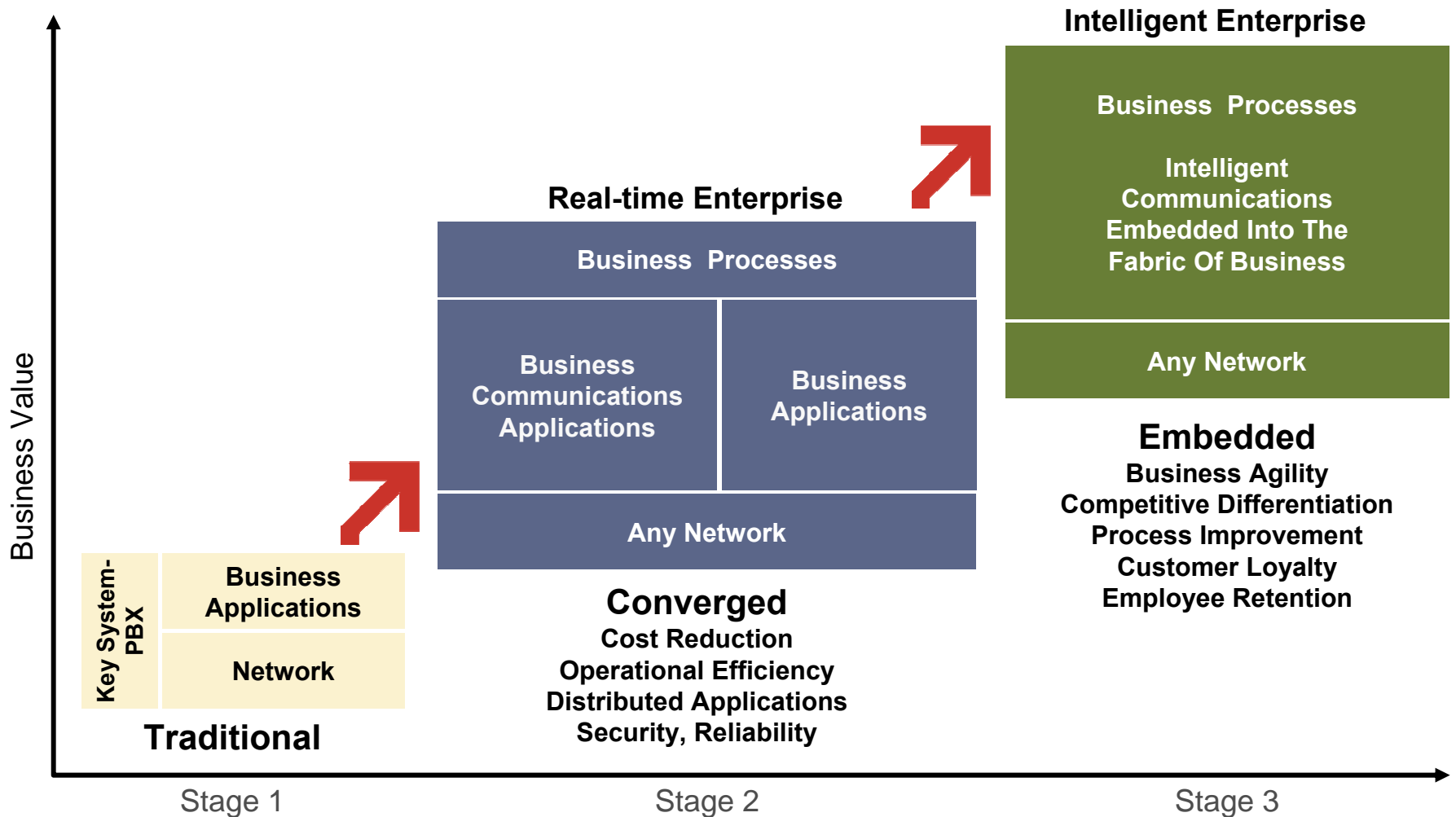
The Answer: Intelligent Communications for the Right Time Enterprise

- Linking workers, customers and processes to the right people at the right time through the right medium
- Connecting business communications applications and business applications
- Embedding communications into business processes

Making people more productive, processes more intelligent, customers more satisfied



Business Communications Applications Evolution



Market Trends

CIO Point Of View – Innovation On The Rise

- The study reports 73% of the CIOs believe IT should proactively envision business possibilities and initiate with technology
- Security and high availability remain key, but are “table stakes”

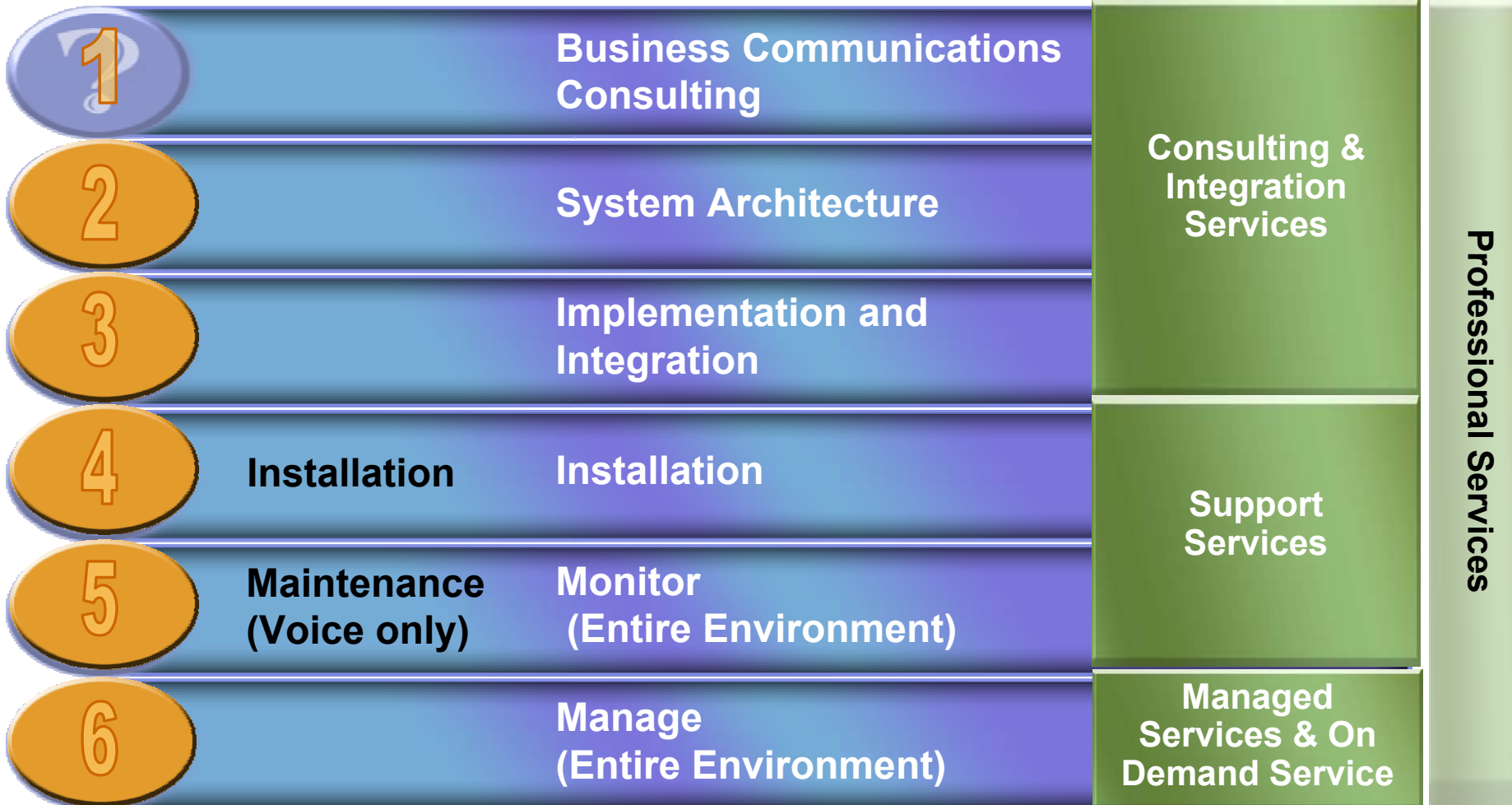
IT's Impact on the Enterprise	2006 Expectations
Reduce costs through efficiency/productivity	1
Enable/drive business innovation	2
Create or enable competitive advantage	3
Improve external customer satisfaction	4
Grow existing revenue streams	5
Generate/enable new revenue streams	6
Enable regulatory compliance	7
Enable global operations	8
Streamline supply chain	9

Source: CIO Research, July 2005 - State of the CIO

Meeting Customer Expectations In A Challenging Environment

TDM

IP



Professional Services

Managed Services & On Demand Service

IP Deployment Models

On Premise Solution Options

Model	Customer Characteristics
Owned, monitored, managed and maintained internally	Robust IT department, need for high level of customization
Customer managed, services vendor maintains	Robust IT Department, desire for control
Services Vendor maintains, performance manages <ul style="list-style-type: none"> –Performance monitoring –Software release management 	Higher degree of comfort with outsourcing, distributed enterprise with limited resources in branch
Customer outsources complete operation of application	High degree of comfort with outsourcing, desire to focus on core competency

IP Deployment Models

Hosted and Blended Outsourced

- Fully Hosted Model
 - Various combinations of Service Providers, VARs and vendors
 - Centralized and Distributed models
 - Provide financial, technical, implementation, management and future proofing risk mitigation
 - ROI and efficiency
- Blended Outsourced/Hybrid Model
 - Uniform platform across locations
 - Highly efficient for large distributed enterprises



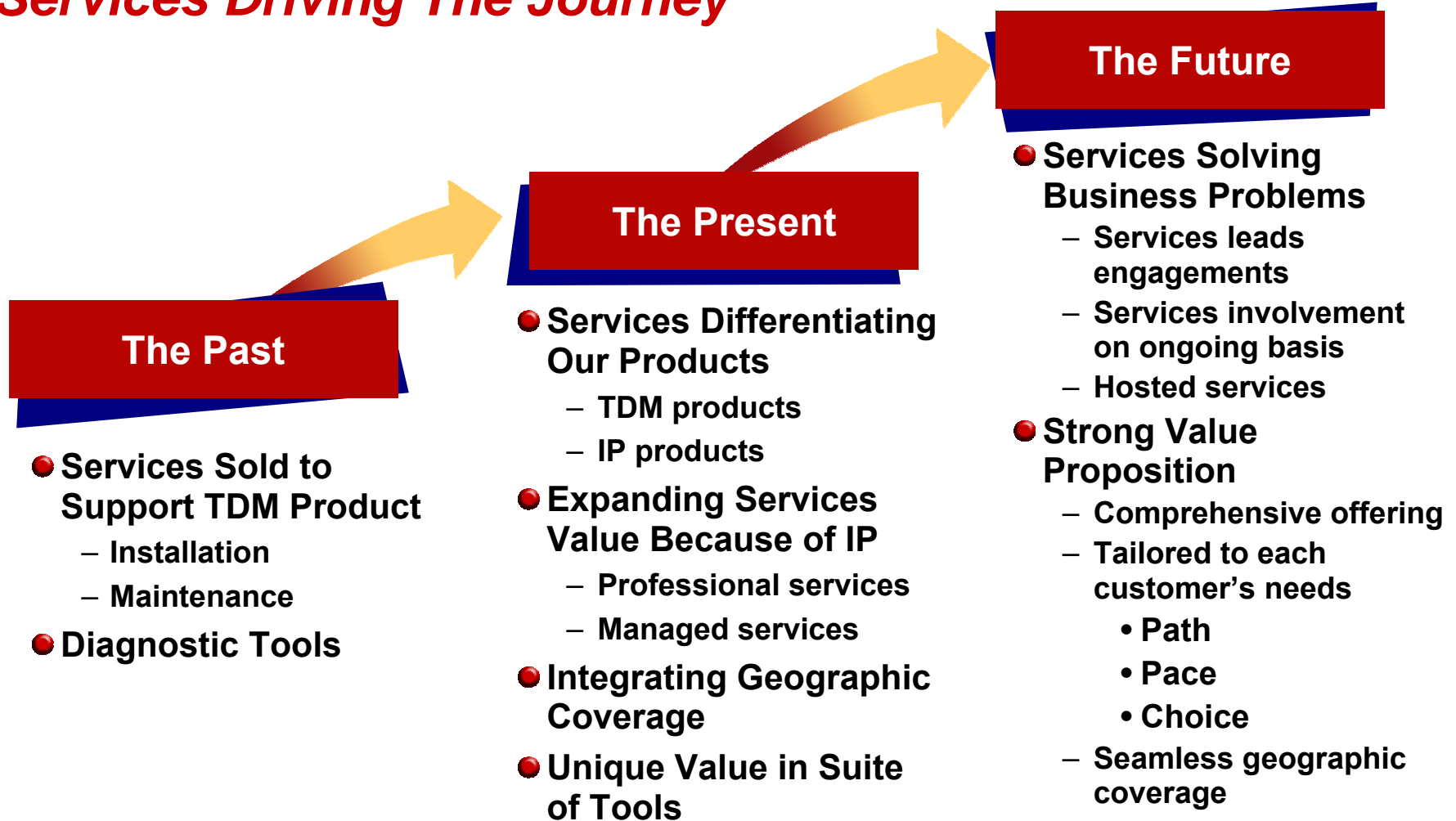
Market Evolution

- Look for vendors with a strong position in the following:
 - Software as a service
 - On-demand models
 - Business process integration
 - Intelligent networks driven by applications
 - Financial viability
 - Comprehensive, flexible portfolio



The Path to Intelligent Communications

Services Driving The Journey



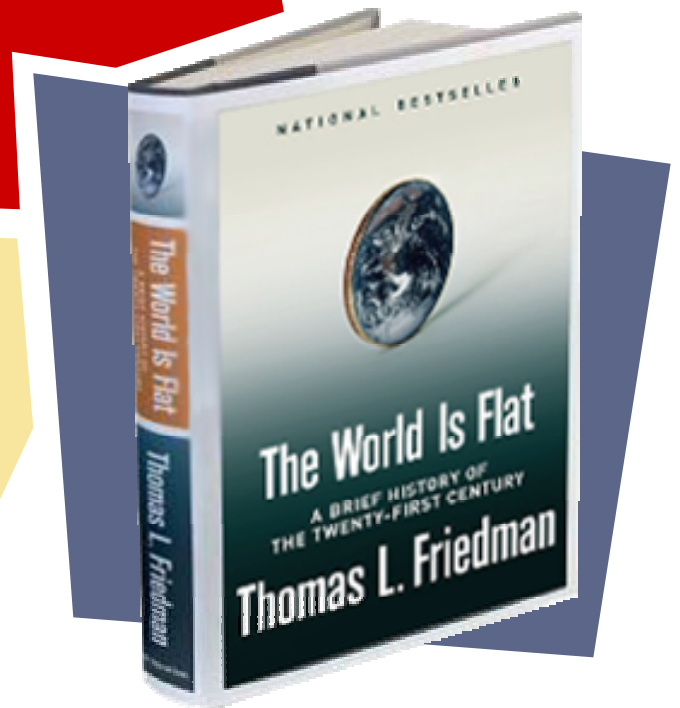
The Power of Possibility

“Introducing new technology alone is never enough. The big spurts in productivity come when a new technology is combined with new ways of doing business.”

**— Thomas Friedman,
*The World Is Flat***

“Intelligent communications makes new ways of doing business possible, by expanding the productivity of workers and reducing latency in processes that impact their customers.”

**— Don Peterson,
*CEO, Avaya***





Thank you

Questions?

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