**Avaya Global Services**

# Avaya Implementation Services for Contact Center

Now there's a customizable, personalized solution for implementing even the most sophisticated and complex technologies for your enterprise. With Avaya Implementation services, Avaya offers a single source you can trust to successfully implement the more complex Contact Center solutions.

We provide Avaya's unique tools, expertise and resources to help you implement new and upgrade your existing contact center.  We ensure your new converged, voice, data, messaging and contact center solutions will work the way they should for your business.

The Avaya Implementation service is ideal for enterprises that need the expert implementation of superior contact center solutions to power their business and meet their unique requirements. These services are designed to complement your in-house expertise with a customized service solution that provides the right level of technical expertise and resources to do the job.

Our implementation services are customized to fit your solution, environment, and resources to help you from solution preparation to design and development to project management and even through to training and education. Extending far beyond basic installation, Avaya's tried-and-true methodology is the product of years of experience serving the implementation needs of enterprises.


THE MODULES OF THE AVAYA IMPLEMENTATION:


**Program and Project Management**

Avaya manages the progress of your implementation project for single and multi-site engagements. This includes managing the project schedule, budget, resources and issues — for projects of any size and complexity. You get the benefits of a single point of contact throughout the entire project and a comprehensive implementation plan. This helps you manage your project and be confident of the progress throughout the entire project. Our experienced project managers and directors have a track record of minimizing delays and cost escalation for Avaya's customers.

**Solution Planning & Preparation:**

Proper planning and preparation is essential for laying the groundwork for a successful implementation.  We do this by inspecting the installation site, providing an installation support checklist and performing other site readiness tasks.  This helps avoid up front implementation risks that could cause installation delays and postpone services in the future.

Avaya will identify site discrepancies that need to be rectified prior to installation.. You'll also have the benefit of skilled personnel on multi-vendor equipment to help you with additional on-site activities as needed.

**Network Readiness Assessment and Optimization:**

It is key that your data network is ready to support the contact center solution to be implemented. Avaya's Network Consulting team is responsible for performing the Network Assessment for IP Telephony.
These services can include a two-phased, detailed analysis of the entire network.
The first phase, required for all implementations, of this analysis is the Customer Infrastructure Readiness Survey (CIRS). Certified Avaya engineers conduct a high-level evaluation of the local or wide area network infrastructure to identify any significant network issues that must be resolved prior to deploying the proposed IP solution.
Phase two of this analysis, Network Analysis/Network Optimization (NANO), is required when the CIRS indicates the network will not support the proposed IP solution at the desired performance levels.

**Solution Design & Development:**

Solution Design and Development encompasses a broad range of time-saving tasks including developing specifications, conducting design reviews and preparing technical documentation.  Avaya will receive, inspect and inventory equipment and perform the necessary testing and loading to help ensure the performance of your solution.

The result: a fully documented integration package that supports multi-vendor capabilities and multiple technologies. This timely, total integration solution also helps you increase installation efficiency by assembling and testing all equipment before on-site implementation.

**Solution Deployment:**

When you're ready, we will deploy the solution pilot, stage and deliver the solution. Avaya will execute the transition support plan and staffing profile plan — along with a knowledge/skills transfer program — to ensure smooth solution deployment and broad user acceptance.

This service minimizes technical problems and costly downtime by making sure that the new equipment powers up and self-tests.  You can count on Avaya's skilled multi-vendor expertise to manage the integration process.  And, since Avaya offers extensive geographic coverage, this service allows for parallel deployment of multiple sites.

**Education and Knowledge Transfer:**

Avaya with train your end-users how to successfully use your new technology and solution features to be more productive in their job functions.  It also prepares administrators to effectively manage and maintain the new solution.  Avaya will develop an education delivery plan, customize user job aids, offer hands-on training and trouble-shooting techniques, and even provide feature/functionality media for self-training.  This helps your enterprise save valuable time and effort when your solution is up and running.

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## WHY AVAYA GLOBAL SERVICES?

Regardless of the complexity of your technology projects, Avaya Custom Implementation services offer the most secure guarantee successful role out of new contact center technology.

Avaya knows how to help you bridge the technology assimilation gap, while focusing on using technology to complement and realize your business goals. Our engineers offer an average of over 15 years of experience supporting voice, data, messaging and contact center solutions, along with experience in the converged voice over IP (VoIP) arena. We work with approximately 1,000 customers across the world on a weekly basis. And we collaborate with our R&D team to solve customers' immediate needs, as well as to proactively develop solutions for the future. Our engineers are trained and certified to work on many different vendor technologies — including Microsoft, Cisco, Novell, Alcatel, Nortel, Siemens and IBM. In fact, they're qualified to work on 95% of the infrastructures currently used by enterprises.

Avaya's technical service professionals receive 4-5 weeks of training annually on the equipment and technologies deployed in our customers' networks. Program Managers have over 500 hours of professional project management training and education. Avaya's highly trained associates provide Tier 1-3 level support on Avaya Implementation Services.

The experience, knowledge and capabilities of the Avaya Global Services organization help you ensure successful high-quality implementations — regardless of product, region or Avaya sales channel.

## AVAILABILITY

The customized implementation service for Customer Contact solutions is available in all EMEA countries where Avaya conducts business directly and in other countries on demand. All offers presented in this brochure are also available via selected Avaya Business Partners authorized to sell Avaya's Customer Contact Solutions.

## SUMMARY

Customers who engage Avaya Global Services can rely on the teams of an industry leader that understands both the business and the technology aspects of implementing advanced communications and contact center solutions.  Avaya has the knowledge and experience to create solutions that help customer's businesses really perform and deliver to their bottom line - integrating across multi-technology, multi-vendor environments.  With Avaya, customers benefit from working with professionals who have access to unique tools that no one else has.

With a breath of experience, tools and technologies, Avaya Global Services delivers planning, design, implementation, maintenance and management support you can trust anywhere in the world.

For more information on Avaya Application Consulting and Integration services, or other Avaya solutions and services, please contact your Avaya Client Executive or Authorized Business Partner or visit www.Avaya.com