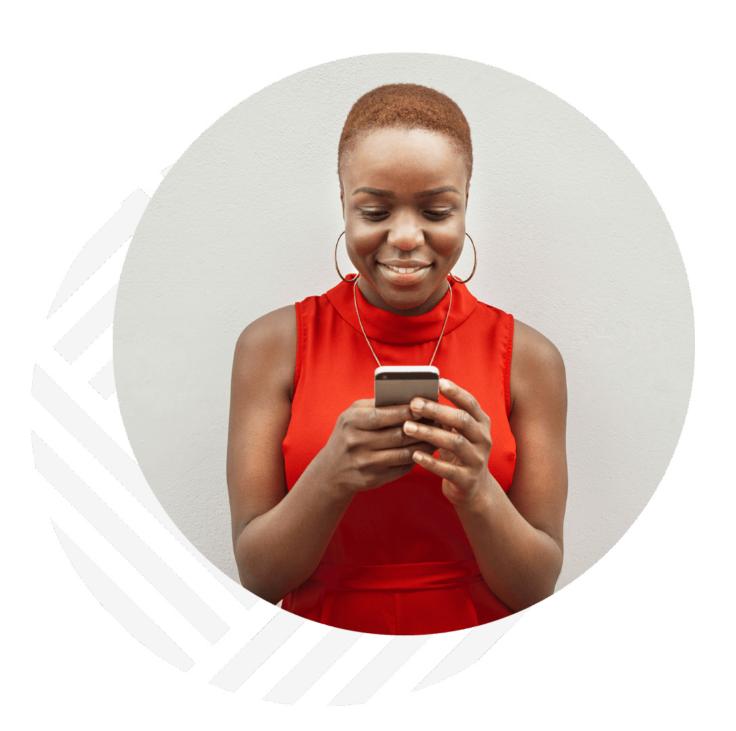


An Exceptional Cloud

Powerful, secure, flexible – and entirely dedicated to your organization



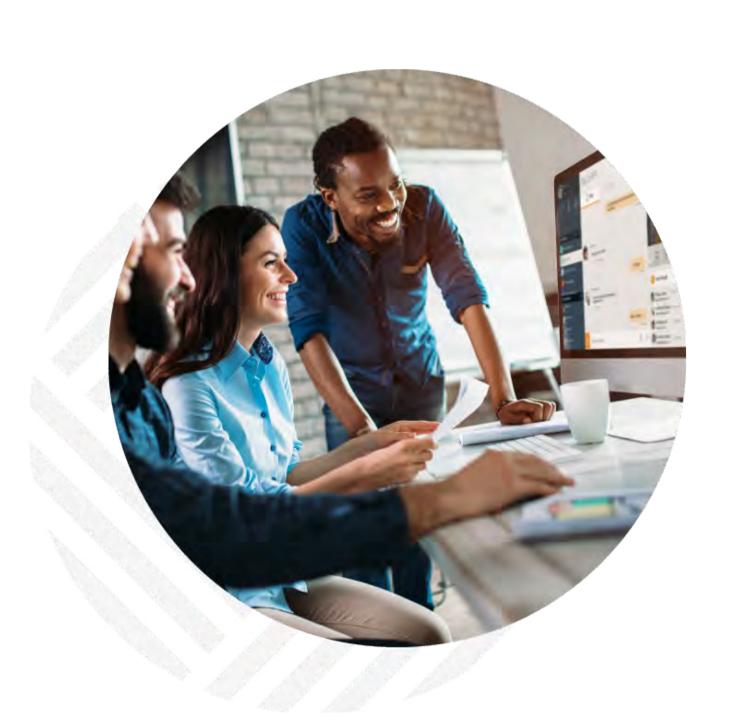


When high performance calls for large scale and targeted integration, when unique requirements converge with security and compliance mandates, Avaya Enterprise Cloud is the perfect choice.

Large Organizations Innovate with Avaya Enterprise Cloud

Digital transformation has become a necessity, and companies are continuously looking for ways to remain competitive. Cloud technology has revolutionized business operations by offering scalability, flexibility, and cost savings.





All-in-one Dedicated Cloud Communications Solution

Avaya Enterprise Cloud is designed to enable enterprises and organizations around the world to create effortless and complete customer, constituent, and employee experiences.

Avaya provides a seamless hybrid cloud experience that combines the best of on-premises and cloud solutions without any interruptions to your operations.

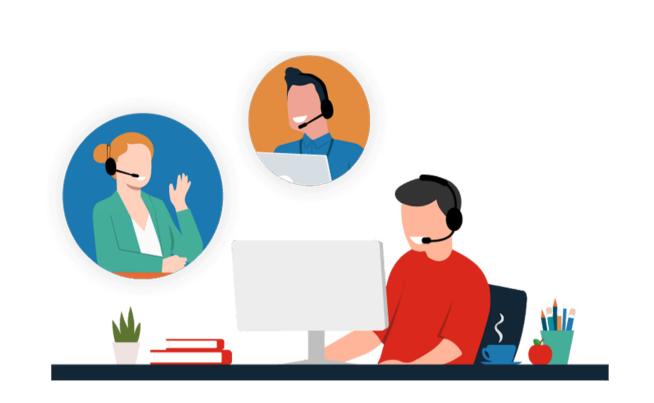
- Comprehensive contact center capabilities for a high-capacity, robust contact center.
- Extensive set of unified communications functions for the modern way of work, from video meetings and conferencing to messaging, mobility, and workstream collaboration.
- Ideal choice for large enterprise organizations and government entities with extensive reach, dispersed workforce, complex environments, and dedicated contact

center personnel.



Avaya has over **100 million lines of UCaaS**

in service and is a "work from anywhere" leader. Avaya's all-inone cloud communications portfolio empowers employees with faster, always-on continuous immersive collaboration over any modality, device, and touchpoint.



Avaya powers 6M+ contact center seats

(3M are hybrid cloud) and is the leader in enterprise contact center solutions. Avaya Enterprise Cloud provides a dedicated software instance in data centers across strategic global locations and offers support for hybrid environments.

Your Perfect Avaya Enterprise Cloud

Avaya Enterprise Cloud provides a dedicated software instance in data centers across strategic global locations and offers a support for hybrid environments. This flexibility maximizes investment protection at both the desktop and application levels with mitigated disruption as you migrate to the cloud in alignment with requirements of a specific country, an industry vertical or other compliance and security policies and mandates.

Deliver a total experience contact center, seamlessly

Put a customer-first approach at the center of your organization with a dedicated cloud contact center that offers carrier-grade cloud-based capabilities, helps lower complexity, streamlines the cloud journey through centralized architecture, and provides powerful personalization options and cost savings with a pay-per-agent model.

Connect your entire workforce, effortlessly

Empower your organization with a complete, simple, flexible, secure, and immersive employee experience that drives your business or your agency forward and offers enterpriselevel industry-leading workforce communication and collaboration. Our unified communications solution offers streamlined implementation, full-featured personalization and self-administration, and no limits on user scalability. It enables your organization to take advantage of the pay-per-user pricing model and investment protection options.



FOR GOVERNMENT- Ensure your agency compliance, continuously

Engage your employees, constituents, and the entire agency via a complete enterpriselevel communications toolset that enables operations continuity during crises, and force multiplies workers' productivity and citizens' satisfaction during recovery and growth. Ensuring complete compliance with rigid regulatory requirements, Avaya Government Cloud is a FedRAMP-authorized cloud service with pre-defined data centers located in the U.S.

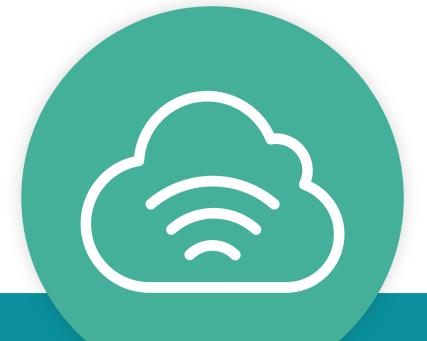
An Experience Platform That Drives Innovation

Avaya Enterprise Cloud provides Unified Communications (UC) and Contact Center (CC) capabilities and delivers them via a dedicated cloud deployment. Avaya hosts, integrates, manages, and delivers cloud communications infrastructure and services across the globe—secure, flexible, and effortless for you, your employees, and your customers or constituents. Our converged experience platform enables your company or agency to connect, collaborate, and engage.



Secure and compliant,

it helps you to get and stay fully compliant and protected with end-to-end security and built-in recovery measures that are trusted by companies with a wide range of large and complex environments around the globe



Powerful and transformational, it enables you to collapse the silos of past cloud archetypes. Our powerful all-in-one private cloud capabilities let you transform and continuously innovate with robust service bundles and seamless integrations.



Flexible and dedicated to your organization,

it empowers your entire enterprise's communications with an unrivaled tool chest deployed in your own cloud with either pre-defined architecture or a tailored integration.



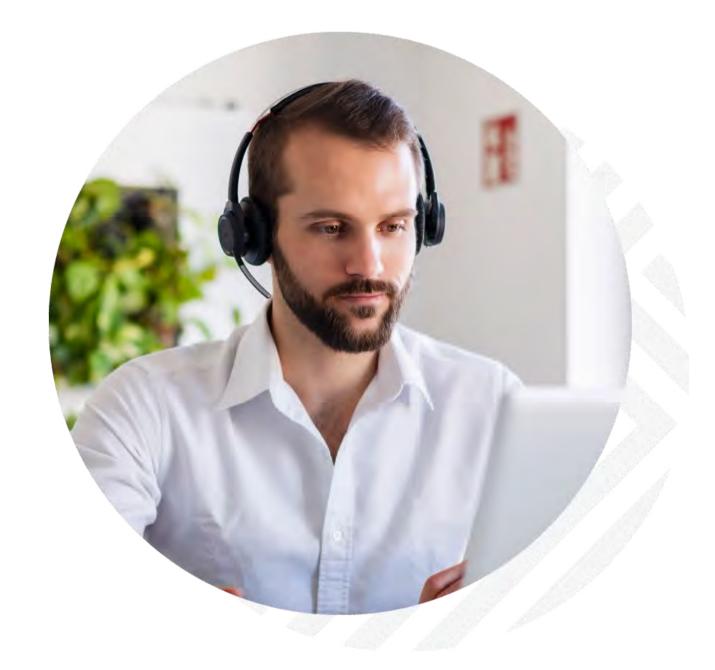
Your Large Workforce, Connected Effortlessly

Avaya Enterprise Cloud offers a comprehensive suite of UC features, including cloud-based telephony and call control, voicemail and instant messaging, team engagement and conferencing, mobility, and work from anywhere, Microsoft Teams integration, and emergency calling. With Avaya Enterprise Cloud, businesses can stay connected and productive, no matter where their team members are located.

Your High-Volume Contact Center, Delivered Seamlessly

Avaya Enterprise Cloud offers powerful CC capabilities that can help businesses manage high volumes of customer interactions while ensuring a seamless experience for their customers. From intelligent skills-based routing to real-time reporting and integrated call recording, we have everything a business needs to deliver top-notch customer service.

Contact center capabilities can leverage advanced conversational AI to analyze customer interactions and gain insights into customer sentiment and behavior. Businesses can continuously improve the customer experience and gain a competitive edge



Keep what you love Don't replace what Works

Keep What Works, Add What's Needed

Embrace Cloud Cloud isn't a destination, It's a journey

Repurpose & Retain Protect your existing investments



With Avaya Enterprise Cloud you can reduce waste, keep what you love, and not replace what works. We enable you to embrace the cloud as a journey rather than just one destination, and to repurpose, retain, and protect existing investments.

Avaya eliminates your need for costly platform replacements, reduces staff retraining costs, and offers upfront savings. We bring innovation that's additive, ensuring a smooth transition to the cloud. Our hybrid cloud architecture acts as a bridge between your existing premises and the cloud, offering a dedicated single instance on a shared infrastructure. With a wide range of integrations and an extensive ecosystem of partners, you can achieve interoperability and growth through APIs, driving your business forward.

All-in-One Solution for Your Customer and Employee Experiences

Access all capabilities from the cloud and benefit from the always-on latest features and innovation - quickly and at scale, using cloud rate card pricing. Take advantage of all that our open multi-cloud ecosystem has to offer and focus your resources on your core business mission instead of spending time on fixing issues, updates, or managing infrastructure.

Avaya Government Cloud is a highly secure FedRAMP-authorized all-in-one solution designed to help government agencies create effortless constituent and employee experiences that matter. It offers a FedRAMP-authorized private cloud architecture with contact center capabilities for a high-capacity call center and unified communications features for employee meeting, calling, messaging, and mobility.





With Avaya Enterprise Cloud Your Organization Gains:

- All-in-one Avaya Unified Communications (UC) and Contact Center (CC) capabilities delivered via dedicated instance
- Pay-per-user (UCaaS) and pay-per agent (CCaaS) model with flexible upward scaling options
- Always-on/up-to-date cloud capabilities for ease of modernization and continuing innovation
- Predictable cost and reduced complexity and risk through a shift from CAPEX to OPEX business model
- Highly automated standard dedicated cloud option for expedited speed-to-value
- Investment protection program for existing customers (up to 40% discount on the first term)
- Secure and dedicated virtual cloud instance with end-to-end security and built-in recovery measures
- Self-service and user management via intuitive admin portal

Contact us to learn more about Avaya Enterprise Cloud.