AVAYA

AVAYA COMMUNICATION SERVER 1000E

- Protect your investments

- Drive hard dollar savings

- Differentiate your business with the latest in Unified Communications and Omnichannel Customer Contact

Loyalty2gether

As the evolution of the Meridian 1 portfolio, the CS1000 has offered millions of users the features and reliability demanded of a modern communications solution. At the same time, market demands have moved forward, and many customers are seeking the very latest in Unified Communications and Omnichannel Customer Contact capabilities. With this in mind, Avaya is offering CS1000 customers a variety of options through our Loyalty2gether program that will take your communications, collaboration and customer contact capabilities to a new level. The foundation is Avaya's core communications platforms — Avaya Aura® and Avaya IP Office™:

Avaya Aura: Supports mid to large enterprises including some of the largest customers in the world. This platform brings together Avaya communications performance and reliability with a revolutionary, enterprise-wide SIP architecture. Simple deployment and streamlined provisioning, plus lean hardware requirements and enterprise-wide dial plans, all drive down costs and complexity.

Avaya IP Office: Designed for midmarket customers, it offers features and functions that large enterprises use, but at a scale that is efficient and affordable for them. Built to support from five to 3,000 users, IP Office has everything required for a small to medium sized business in a single platform — telephony, messaging, conferencing, video, mobility, even contact center capabilities.

Loyalty2gether is an opportunity to rethink the communications, collaboration and customer contact solutions that drive your business. Reduce your costs, enable your Unified Communications and mobility strategies and radically alter the way you support interactions with your customers. Start the conversation today with your Avaya or Partner representative and get full details on the outstanding promotion and options available with Loyalty2gether.

Smoothing your migration:

- Support for 11XX/12XX SIP phones

- Call Park and Page capability

- Multiple Appearance Directory Number (MADN) support

- Device Adapter Snap-in for Avaya Aura

- ProVision migration software for Avaya Aura

- MobileX like user experience for Avaya Aura

- Officelinx migration for CallPilot

Cloud Options

Avaya offers a range of options previously unavailable to CS1000 customers—options that can help you realize both new business impacting capabilities and hard dollar savings. These include:

• **Moving to the Cloud**: Avaya and our partners offer a variety of cloud-based solutions for businesses of any size to move their communications, collaboration and customer contact capabilities to the cloud, shifting from CAPEX to OPEX.

• **Moving to Subscription and Pay per Use licenses**: Customers can adopt flexible subscription and Pay per Use licenses. Terms are flexible, and migration between premises and cloud solutions is supported. Furthermore, hybrid configurations mixing cloud and on premise according to your specific needs are an option.

• **Moving to Virtualization**: Avaya supports a variety of virtualization options, on either customer provided or Avaya provided hardware. This can significantly reduce hardware, power consumption and space requirements. VMware, Amazon Web Services, IBM Bluemix and Nutanix deployments are supported, along with Avaya's Appliance Virtualization Platform for customers seeking a turn-key solution from Avaya.

These options can reinvent what communications means for your organization. With Avaya you can:

- **Adopt the latest in Unified Communications (UC) with Avaya Equinox®.**
Equinox delivers a holistic UC experience enabled on a desktop or mobile device, in a browser, or as part of a room-based conferencing system. Communication capabilities follow your profile as you move from device to device. You can easily access your contact lists, click to call, start a video session or schedule and join a meeting – all from the same familiar and intuitive user interface. Our "mobile first" design includes a top-of-mind home screen with all your communications in one place and gives you an "at a glance" snapshot of your day. You can quickly see meetings, messages and your communications history. Action-oriented workflows allow you to review multimedia messages, return missed calls and join conferences with one touch.

- **Continue using your Avaya Aura Contact Center solution to provide customers with a great omnichannel experience.**
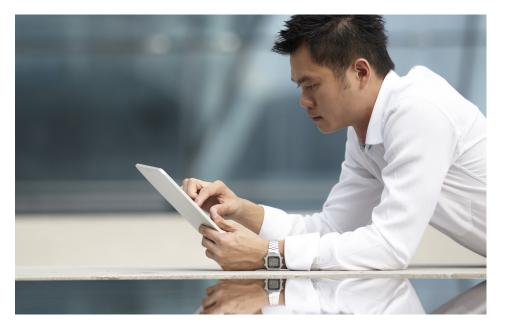When the time is right for your business, consider migrating to Avaya Oceana™—our next-generation, open, integrated, omnichannel contact center solution—for additional benefits to your customers, your agents and your organization.

  With Avaya Oceana, you can access 360° data that provides you with the context needed to fuel even smarter decision-making and improve customer loyalty. You can integrate your systems and processes to improve workflows, optimize resources, and maximize investments. You can quickly cultivate new opportunities using our simple development platform and wide range of prepackaged and customized solutions. Avaya Oceana can support your entire customer engagement strategy and help you stay ahead of the competition!

- **Integrate communication and collaboration into your applications with Avaya Breeze™, our application development and deployment platform.**
Its Snap-in architecture allows prebuilt modules to be integrated into your applications, significantly speeding and simplifying the development process. And the Avaya Breeze Client SDK extends the capabilities of Avaya Breeze to create unique employee and customer experiences across Windows, macOS, Android and iOS devices and Avaya Vantage™ our all-glass, touchscreen desktop device specifically developed for customized vertical applications.

- **For customers with CallPilot® systems, enhancements to Avaya Officelinx can make migrations to this messaging platform easier than ever.**
Simplified licensing, flexible virtualization, the CallPilot user experience and the addition of contact center services integration features, can make messaging migrations virtually unnoticeable to the end user.

Accelerate Your Engagement

Regardless of the path you choose, Avaya can enable you to leverage your existing investments into your new solution. The Loyalty2gether promotion along with the Avaya Software Investment Protection Policy can ensure you receive maximum value for your existing CS1000 licenses. Also, to smooth your transition to an Avaya IP Office or Avaya Aura solution, numerous key product capabilities are available —

Avaya IP Office Capabilities:

• Support for 11XX/12XX SIP phones.

• CS1000 Park and Page features.

• Multiple Appearance Directory Number (MADN) support.

• Avaya Contact Center Select (ACSS) for migration of CS1000 Contact Center.

Avaya Aura Capabilities:

• Support for 11XX/12XX SIP phones.

• Call Park and Page Snap-in.

• Avaya Device Adapter Snap-in enabling customers to re-use their UNIStim (IP) terminals as SIP terminals while also allowing full access to the Unified Communications benefits of Avaya Equinox (target GA July 2018).

• Multiple Appearance Directory Number (MADN) support (target GA July 2018).

• MobileX like user experience with CM EC500 (target GA July 2018).

• ProVision Migration Software that provides auto-configuration capability to extract user data from the CS1000 and apply it to Avaya Aura (target GA April 2018).

As always, Avaya Professional Services can provide complete support and implementation services to help ensure an efficient migration strategy.
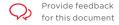
Support Policies

Our standard support policies can enable you to plan a path forward for your organization. Avaya will continue to fix and patch CS1000 system software until April 2019, the target schedule for the final service pack.

About Avaya

Avaya enables the mission critical, real-time communication applications of the world's most important operations. As a global leader in delivering superior communications experiences, Avaya provides the most complete portfolio of software and services for contact center and unified communications — offered on premises, in the cloud, or a hybrid. Today's digital world requires communications enablement, and no other company is better positioned to do this than Avaya. For more information, please visit www.avaya.com.

Provide feedback for this document