AVAYA

SUPPORT SERVICES
SEPARATING FACT FROM FICTION

What you should know about
Unauthorized Maintenance Providers

At Avaya, we take pride in delivering world class customer service. Our support services capabilities have been recognized by some of the most prestigious organizations and professionals in the business, some of which is based on actual customer satisfaction ratings.

In response to recent advertising by companies that sell UNAUTHORIZED support services for Avaya solutions, we'd like to present you with some facts about Avaya Global Support Services.

Companies selling unauthorized support services for Avaya solutions are not certified by Avaya and may put the operation of your Avaya systems at risk and invalidate your warranty. These Unauthorized Maintenance Providers:

- WILL NOT be supported by Avaya, even on a time and materials basis. If a customer has coverage from a support services provider not authorized by Avaya, Avaya will not provide the support services provider with any support services.

- DO NOT themselves have direct access or entitlements from Avaya to software patches or updates.

- DO NOT provide support using Avaya's award winning EXPERT Systems℠ automated diagnostic and proactive resolution platform, so they may have built their own platform and rely heavily on human intervention by technicians who may not be current on their training or be certified on the product that needs service.

- DO NOT in many cases have their own technicians who can be deployed onsite. They use a network of vendors with uncertain credentials to deliver service onsite.

- DO NOT have access to ongoing manufacturer certification training in order to support Avaya systems.

- DO NOT provide customers with the same comprehensive, credentialed and technologically advanced level of support as is available from Avaya or its authorized business partners.

- DO NOT have similar emergency recovery capabilities that can rescue a customer from a catastrophic outage, even when the cause of the outage is unrelated to Avaya hardware or software.

- DO NOT have the training necessary to provide you with guidance on product integration, additional value added applications for your business, or knowledge of product upgrade capabilities.

- DO NOT have access to Avaya training for their engineers, diagnostic tools and methodologies (e.g. EXPERT Systems℠, Avaya Knowledge Management and Avaya Diagnostic Methodology).

- DO NOT have access to Avaya certified replacement parts. You can be confident that parts received from Avaya or one of our certified partners are authentic – not from the gray market. Avaya offers no manufacturer warranty or support for gray market components. Most of these products have been tampered with or are outdated and present a significant risk to your network – and your business.

Don't be fooled by fiction

The chart below lists some examples of typical statements made by Unauthorized Maintenance Providers and the corresponding facts about Avaya Global Support Services.

About Avaya

Avaya is a leading, global provider of customer and team engagement solutions and services available in a variety of flexible on-premise and cloud deployment options. Avaya's fabric-based networking solutions help simplify and accelerate the deployment of business critical applications and services. For more information, please visit www.avaya.com**.**

The *Unauthorized* Maintenance Provider **Fiction**	The Avaya **Facts**
Unauthorized Maintenance Providers claim that they have direct access to Tier 3 Avaya Engineers.	Unauthorized Maintenance Providers do NOT have access to Avaya intellectual property, software patches, diagnostic tools (e.g., EXPERT Systems[SM]), ongoing training, or any tier of Avaya engineers. Ask for proof of certification of training. Avaya's Tier 3 engineers are accessible only to customers and Avaya authorized business partners and only if they have an appropriate support contract and credentials, and the authorized business partner has up to date support services certifications. There is no Tier 3 certification program. "Avaya Tier 3 engineers" is an Avaya job classification that describes engineers who are comprehensively trained through an internal ongoing program specialized for their job description. If these employees leave Avaya, they are no longer "Avaya" Tier 3 engineers and their training will no longer be kept up to date and they will not have access to the advanced diagnostics, tools, processes and capabilities which differentiate Avaya support.
Unauthorized Maintenance Providers claim to provide 20-50% savings vs. Avaya and Avaya partners for the same or better service.	Ask for an apples to apples comparison. With Avaya support services, you receive **world-class customer service** (as recognized by Northface Scoreboard Award for three straight years), which is particularly meaningful since it is based on actual customer satisfaction ratings. Avaya is ISO9001 certified for design, development, sales, delivery, implementation and service of communication solutions. Avaya's proactive, preventative monitoring of system performance and the ability to quickly find and fix problems help keep your communications running optimally. Remote diagnostics and resolutions help us repair potential problems quickly, saving time and reducing the risk of an outage. Our services focus on three areas: proactive problem prevention, rapid issue resolution and continual solution optimization. By addressing these areas, we help you make effective use of your time and communications resources in alignment with your organization's strategic objectives. Here are some key benefits on which you should focus: • Customers with Avaya EXPERT Systems[SM] are 73% more likely to avoid an outage[1] • EXPERT Systems[SM] auto-resolve 93% of alarm generated service requests without human intervention[1] • Avaya's Emergency Recovery team restores 90% of outages in less than 2 hours[2] - Some TPMs state that their Enhanced SLA is 4 hours to restore![3] The average cost of an hour of downtime is a staggering $163,674. Can you afford the extra $320K?[4] • Service Level Objective response is twice as fast as the nearest competitor[5] • SLA Mon™ can help Avaya Tier III resolve issues up to 50% faster than without SLA Mon™ [6] • Protected remote connectivity between Avaya and the customer using Secure Access Link (SAL) can resolve issues 42% faster than without SAL.[7] Price is not the only thing that matters when you decide who is going to support you when you most need it.
Unauthorized Maintenance Providers try to frighten customers with dire warnings about service support being discontinued by Avaya and that they have no "end of life" or "end of support" on any system regardless of age.	Avaya's lifecycle policy is designed to protect our customers' investment and support their mission-critical networks. Even after our products move from End of Manufacturer support to Extended Service Support, Avaya provides full Tier 3 level support and best effort parts replacement . Avaya has also recently revised its lifecycle policy to provide a more flexible path for customers with legacy equipment. We have introduced two new phases beyond of End of Parts Support called Remote Only Support (access to Intellectual Property and remote technical support through to Tier 3) and Indefinite Access (access to Intellectual Property).

[1] Based on Avaya internal metrics comparing Avaya customers with EXPERT Systems to those without
[2] Internal Avaya analysis conducted in 2016
[3] http://www.continuant.com/service/service-level-agreements/
[4] "Downtime and Data Loss: How Much Can You Afford" Aberdeen Group, August 2013
[5] Based on competitive analysis conducted in October 2015
[6] Based on individual Avaya and customer experiences
[7] Based on Avaya internal analysis January – December 2015 of non-alarm break/fix service requests on Avaya Aura® Communication Manager

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