



## AVAYA SUPPORT ADVANTAGE

More than break-fix: problem prevention, rapid issue resolution and performance optimization



AVAYA SUPPORT ADVANTAGE IS A AWARD-WINNING, COMPREHENSIVE, CUSTOMIZABLE, GLOBALLY CONSISTENT SUPPORT OFFER THAT YOU CAN PURCHASE DIRECTLY FROM AVAYA OR THROUGH AN AVAYA AUTHORIZED PARTNER.

### Support Advantage Essential

Support Advantage Essential is just what the name implies — solid but basic support, including:

- 24x7 remote technical support
- Access to the Avaya Support Website, and updates and fixes
- Avaya Secure Access Link (SAL) gateway software to enable secure remote support with customer control.

### Support Advantage Preferred

Support Advantage Preferred includes all the Essential features, but it also adds the following to protect your technology investment and optimize performance of your Avaya solutions:

- **Avaya EXPERT<sup>SM</sup> Systems** — alarm monitoring and proactive issue resolution up to five times faster than if the service request was manually generated.<sup>1</sup> And we don't stop there. Avaya Expert Systems automatically identifies issues and steps that the customer can take to avoid future outages.
- **Avaya Diagnostic Server with SLA Mon<sup>TM</sup> technology** — unprecedented network visibility with advanced, client-controllable, diagnostic tools that speed diagnosis while lowering costs without additional equipment.
- **Proactive alert of network issues (PSTN and IP)** — fast automatic alarm notification and initiation of automated problem diagnosis and resolution.
- **Response service-level objective** of 15 minutes via the Web, which is twice as fast

as our nearest competitor when it comes to the highest-severity requests.<sup>2</sup>

- **Global license portability** for simple and automated movement of licenses around the world.
- **Increased security** and ease of managing authentication policies through Avaya SAL Policy Server.

### Upgrade Advantage

An economical way to receive major software upgrades on a subscription basis as they become available during your contract term, providing investment protection for your communications systems, helping you stay competitive and reduce risks and costs.

### Advance Parts Replacement

Advance Parts Replacement can be purchased for certain covered Avaya products and is available with next business day and two different four-hour delivery time options.<sup>3</sup> This feature provides you with certified Avaya parts, helping you avoid having to carry your own parts inventory.

### Onsite Support<sup>4</sup>

With the Onsite Support feature, which includes Advance Parts Replacement, Avaya dispatches technical resources when onsite support is needed and replaces defective parts, except terminals, providing additional support coverage and access to Avaya expertise when you need it most. This feature helps you avoid having to maintain and train in-house expertise for Avaya products, as well as not having to carry your own parts inventory.

<sup>1</sup> Based on Avaya internal metrics.

<sup>2</sup> Based on competitive analysis conducted by Avaya in October 2015.

<sup>3</sup> Advance Parts Replacement next business day, with 8x5x4 and 24x7x4 options available in selected countries.



Excellent support service provided by Emergency Recovery team. Highly skilled and experienced engineers. A credit to your organization. At one stage during troubleshooting the outage, 4 Avaya engineers were resourced and committed to resolving the issue - all sharing screens via logmein and all on Avaya conference bridge. Excellent communications

—Business Service Provider

## 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](http://www.avaya.com).

## Terminal Replacement

Next business day shipment of defective terminals, eliminating your need to carry extra devices in inventory.

## Advanced Services

Ongoing operational support that helps you perform critical functions on a timely basis to fill specific gaps in your business. These options are available:

- **Move, Add, Change (MAC) Services** — access to trained experts delivering short-term support for move, add, change and delete activities for software, hardware or network components.
- **Product Correction Support (U.S. and Canada only)** — onsite support for installation of Avaya-issued product correction software updates according to your Onsite Support coverage hours.
- **Release Management** — support for proper software control and distribution of software updates associated with your current Avaya application environment.
- **Dedicated Technician** — day-to-day performance of support tasks by a certified Avaya technician, including MACs, installations and much more.
- **Single Point of Contact (U.S. only)** — a designated team of Avaya specialists to address your Avaya service needs.
- **Client Service Manager** — a trusted adviser to handle service escalations, support services planning and more.
- **Local Advantage (U.S. only)** — a support team of American citizens who are English-speaking experts with routine background checks.
- **Global Advantage** — globally consistent and cohesive support across your locations worldwide, including service management, service delivery and summary billing.
- **Risk Management Program (U.S. only)** — a designated team of Avaya Support Architects and Client Service Managers engage with clients in a proactive role to reduce critical incidents and improve system migrations.
- **Residency Program** — consulting and technical professionals such as a Resident Specialist deliver onsite or remote support for the configuration, integration and operation of your Avaya solutions.
- **Security Assurance Services** — Comprehensive services designed to de-risk today's cybersecurity threats which includes auditing, hardening, integration and consulting, offered individually or combined in a sequential order and delivered on a quarterly basis.
- **Performance Monitoring** — Ongoing service using a comprehensive approach that proactively determines Quality of Experience issues before they impact users.

Support Advantage is available in 1 and 3 year annual or prepaid terms. It is also available in a 5 year prepaid option.

## Learn more

To learn more about how Avaya Global Support Services and Avaya Support Advantage can benefit your organization, contact your Avaya Account Manager or visit us at [www.avaya.com/services](http://www.avaya.com/services).

<sup>4</sup> Onsite Support is available in selected countries, in 8x5x4 or 24x7x4 options.

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