



The IP Office Support Services offer is comprehensive and affordable coverage that maximizes system uptime, optimizes solution performance and protects your investment in Avaya technology.

AVAYA

IP OFFICE SUPPORT SERVICES

For small and medium enterprises

Midmarket organizations today are aggressively pursuing growth in economies that are more global and connected every day. To achieve growth goals, these organizations benefit from cost-effective communications solutions that are available on demand with maximum uptime and top levels of performance, facilitating new levels of engagement between workers, suppliers and customers.

The Avaya IP Office™ Platform responds to this need by being a simple, powerful and affordable team engagement and customer engagement solution for midmarket organizations. Enabling seamless voice, video and mobile communications, IP Office delivers an engaging experience on virtually any device for up to 3,000 users.

To keep your team engagement and customer engagement solutions performing at peak levels, the IP Office Support Services offer is available through your Avaya Authorized Partner, with manufacturer-backed support from Avaya (see Figure 1 for more details). The IP Office Support Services offer is comprehensive and affordable coverage that maximizes system uptime, optimizes solution performance and protects your investment in Avaya technology. Here's how.

Comprehensive support coverage

The IP Office Support Services offer is available for the base Avaya IP Office Platform, IP Office Contact Center, Avaya

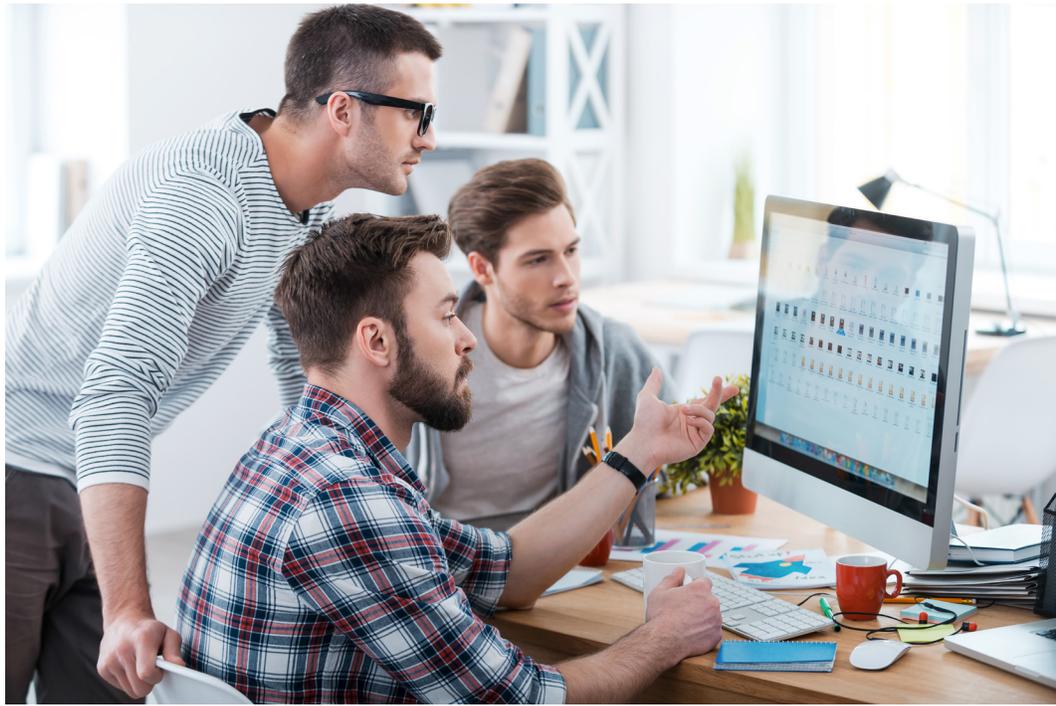
Contact Center Select, Session Border Controller for the Enterprise and Avaya Workforce Optimization Select. It provides your organization with the support you need, when it's needed, through flexible options. Simple and easy to access, the base offer for IP Office Support Services includes:

- Remote technical support for hardware and software during your business day (8x5x5)
- Access to major software upgrade licenses
- Access to software patches and updates
- Enhanced remote connectivity through secure socket layer, virtual private network (SSL-VPN) technology or Secure Access Link (SAL) for improved security, diagnostic access and accelerated time to resolution

The offer can be purchased in prepaid terms of one, three or five years.

As part of the base offer, you also have access to powerful, intuitive, easy-to-use Avaya Support Website services, such as:

- Ava, your Avaya virtual agent and gateway to support, for quick and



IP Office Support Services provide in-depth, solution-specific Avaya expertise and resources that reinforce the value of the solutions and services offered by Avaya Authorized Partners.

- accurate resolution of common requests using natural language parsing and question recognition
- Sophisticated Avaya Knowledge Base search for fast self-service and education needs
- A Report Service Outage button that puts you two mouse-clicks away from fast access to specially trained Avaya experts who are dedicated to recovering total service outages
- A single view of Web ticketing and service request status for faster response times
- Online service request for faster assignment
- Access to chat, voice and video collaboration with a live Avaya agent on the support site
- Support by product, including extensive product downloads and documentation based on your Avaya solution
- Access to Avaya Mentor for educational videos that provide troubleshooting and how-to information, administration tips,

and information for installation and configuration

- Many other services that assist in optimizing performance, expediting diagnosis and providing proactive problem resolution

Value-added options

In addition to the base IP Office Support Services offer, you can work with your Avaya Authorized Partner to add other convenient and affordable options, including:

- Anytime/any day remote support (24x7x365)
- Advance Parts Replacement — next business day or four-hour delivery by courier for critical components¹
- Advance Parts with an on-site Avaya technician to replace the part next business day or within four hours²

The parts replacement options reduce your need to stock and maintain spare parts, thereby helping lower your capital expenditures.

¹Geographic limitations may apply.
²Available via Wholesale Delivery in the U.S.

Voice terminal replacement coverage is not included in the IP Office Support Services offer. However, an Avaya terminal coverage offer can be purchased from your Avaya Authorized Partner.

Benefits of IP Office Support Services

The IP Office Support Services offer is easy to acquire and an important way to protect your investment in Avaya technology. Among many benefits, IP Office Support Services provide:

- **Consistency** — you purchase the IP Office Support Services offer, along with other services, through your Avaya Authorized Partner so your solution point of contact remains the same now and in the future.
- **Expertise** — your Avaya Authorized Partner continues to provide front-line support and other additional services for your day-to-day needs, but when you need it, manufacturer support is just a click, SMS text, chat or Web call away.
- **Assurance** — with access to the Avaya Support Website and its

many levels of support, you can experience accelerated response times for virtually any technical support issue that could arise after the product is installed by your Avaya Authorized Partner.

- **Confidence** — enhanced remote connectivity means that rapid access to the IP Office system is available to optimize and resolve issues.

Protect your investment today and in the future

The IP Office Support Services offer is globally available for Avaya clients who have purchased IP Office through the Avaya partner channel community. To maximize your investment and to keep your Avaya solution performing at peak levels, make sure you have the robust protection that manufacturer support provides in addition to the day-to-day relationship with your Avaya Authorized Partner.

Learn more

For more information about the Avaya IP Office Support Service offer, contact your Avaya Authorized Partner.

The value of manufacturer-backed support

Midmarket organizations typically purchase Avaya solutions from Avaya Authorized Partners, who in turn may package Avaya solutions within their own services offers. IP Office Support Services provide in-depth, solution-specific Avaya expertise and resources that reinforce the value of the solutions and services offered by Avaya Authorized Partners, whether jointly by the partner and Avaya (see “Wholesale” in Figure 1) or delivered by the partner (see “Co-Delivery” in Figure 1) with Avaya support.

	WHOLESALE	CO-DELIVERY
Installation of system and upgrades <ul style="list-style-type: none"> • Register and configure product • Test remote connectivity • Provide on-site support and backup 	Partner	Partner
Who contacts Avaya for support	Partner (Customer can contact if remote connectivity was enabled and tested)	Partner
Initial product triage and log collection	Partner (or Avaya if remote connectivity is configured)	Partner
Tier 2 support	Avaya (remote technical support)	Partner
Install and return of defective part	Partner (or Avaya if on-site APR coverage is purchased—limited to parts replacement only)	Partner

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.

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