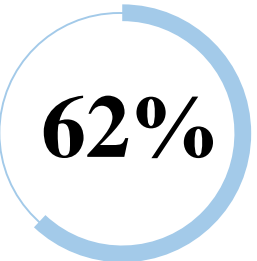# Collaboration in today's modern workplace

November 2019

Employees & Customers Driving Change

62%

Organizations rate **Employee Productivity** as primary driver of Digital Transformation

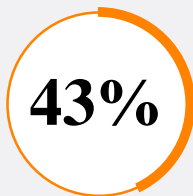**81%** Enterprises provide or plan to provide **UC Clients**

70% **Video** room meetings will be via **Huddle systems** by 2023

50% **Cloud** adoption Up from 26% in 2015

43% Employees are **Mobile**

70% **Team Collaboration** primary means of communication between team members by 2022

Business Process Integration
91% of organizations believe embedding comms into processes and apps is important or extremely important!

Avaya Market Leadership

Gartner®	**UC MQ Leader / Customer Choice Zone in Peer Insights for UC**
IDC ANALYZE THE FUTURE	**Leader UC&C Global Marketscape**
Aragon Research	**2019 Aragon Globe UC Leader**
GlobalData.	**...A strong offering that provides ...enhanced collaboration...**

	Global #1 Law Firm Chooses Avaya Equinox for the Experience
SOUTHCOAST HEALTH SYSTEM	**Avaya Propels Southcoast's Enhanced Patient Care**
HUG Hôpitaux Universitaires Genève	**Avaya Strengthens Mother Child Connection with Video**
Mets	**Avaya Helps Citi Field Deliver Experiences that Matter**

Avaya IX Workplace

What Does Your UC Look Like?

From Siloed To True UC

Siloed Communications

Unified Communications

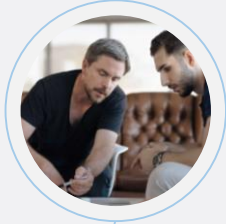| Siloed Communications	Unified Communications
Multiple point applications	**One App** for all your needs
Each channel is a **separate experience**	**Channels work together** intuitively providing escalation as conversation evolves
Communications threads are **spread across interactions** within individual apps	Communications threads are captured in **one location** for easy access, review and continuance
Coordinating you day is about **coordinating your apps**	Coordinating your day is about **coordinating your tasks**
Apps are sized for **one requirement**, not many	**One app** scales to meet all your needs
Experiences vary by device & location	**Experiences are common** from virtually any device or location
Communications are **siloed** between UC & CC	Communications extend across the business providing **holistic values**

Our UC Solutions Help you…

Stay connected

Virtually **Any Location, Any Device**

Communicate **Within or Beyond** the organization

Enterprise **Controlled,** user **Friendly**

Make your teams productive

One App & Platform for **All UC** – Calling, Messaging, Meetings, Team Collaboration

'Consumer' **Ease of Use**

Organized & with **Context, Highly Effective**

Increase reliability and security, integrate and extend

5-9's **Reliability,** Enterprise **Security,** Data & privacy **Compliance**

Flexible Cloud, On premise, **Hybrid**

Easily **Integrated & Extended**

AVAYA

Avaya IX Workplace

MARKET DEMANDS

Simple, empowering experiences

- Communicate / collaborate using any device
- Seamless across channels
- Context aware & anticipatory
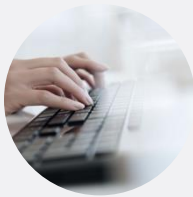
Adaptable Solutions

- Best-of-breed flexibility
- Tailored to company specific processes
- Rapidly extendible, keep up with 'speed of business'

THE PORTFOLIO

Calling

Meetings

Cloud

Hybrid

On Premise

Collaboration

Devices

OUR FOCUS

- **Enable Your Digital Workplace**
- Easy **User experience**
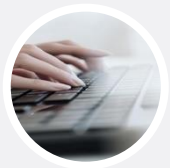- Interop, flexibility, **customization**
- Multiple **deployment / consumption** options

Avaya IX Workplace Value

Calling
User & Attendant Clients Unified Messaging, VDI, SDK, Gateways & Servers

Meetings
Virtual HD Meeting Room

Collaboration
Persistent Messaging, Team Collaboration

Devices
Desktop & Conference Phones, Customizable & Vertical Devices, DECT Wireless, Huddle & Room Systems

WHAT

Secure & scalable communications goes beyond voice

Audio, HD video**, web meetings** with webcast & room system connectivity

Persistent, topical virtual space for teams to message, manage tasks, share files, meet

Broad phone & device portfolio gets the most out of UC investment

VALUE

Reduce downtime, **lower risk** of data loss & interception. **Tailored comms, higher customer satisfaction**
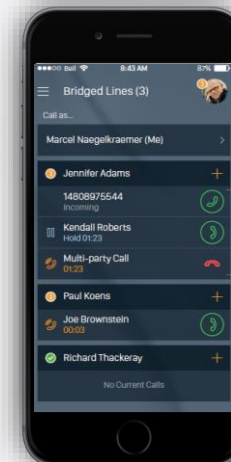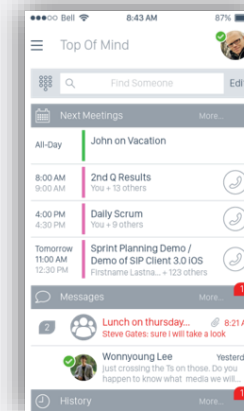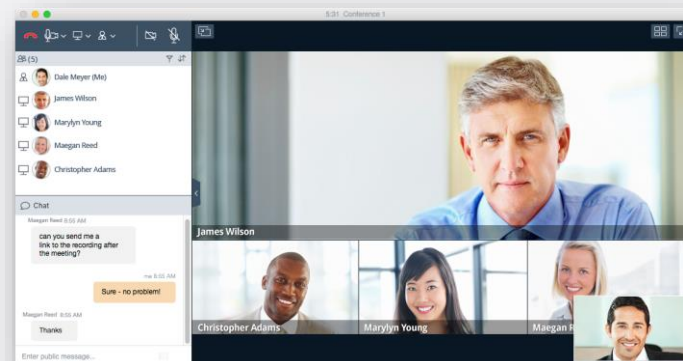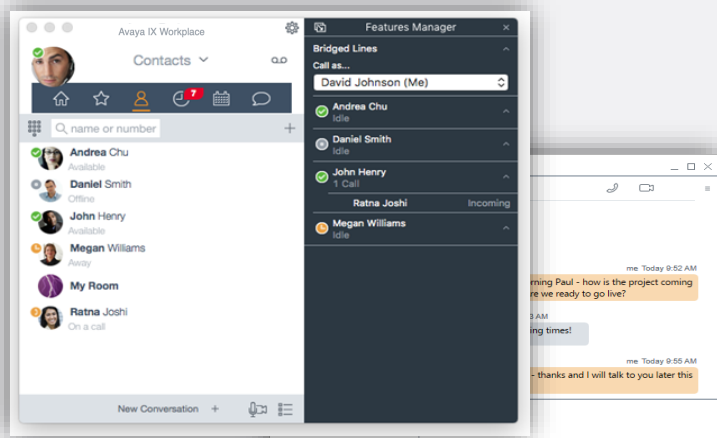
Face to face experience with **anyone, anywhere, any device. Frictionless participation,** even for guests

Business comms as **easy as consumer apps. Organized** – work, communicate, meet, handle docs, track progress

Accelerate business, higher productivity with **right tools. Consumer tech** for business desktops

Mobile First, Enterprise Class

Turnkey User Experience

Enterprise Class

- Reliable voice & video
- Multi-device access
- Common contacts, logs & messaging
- Simplified recording & playback of important content

Productivity & Efficiency

- Device optimized experience
- Persistent messaging
- Deep integration supporting applications

Mobile First UX

- Simplicity & ease of use
- Action oriented work-flow
- Contextual controls
- Auto discovery installation
- One tap to…anything!

Avaya IX Workplace Client

VOICE MESSAGES
Get messages fast

PRESENCE
Automatic or set it

CALLING
Up to 10 devices

DIRECTORY INTEGRATION
Access organization directory

TOP OF MIND
All at a glance

PERSISTENT MESSAGING
1 to 1 or group

CALENDAR INTEGRATION
Join meeting with one click

COMPREHENSIVE HISTORY
Quickly call again or call back

YOUR MEETING ROOM
One click join

TEAM COLLABORATION
Connect to your team spaces
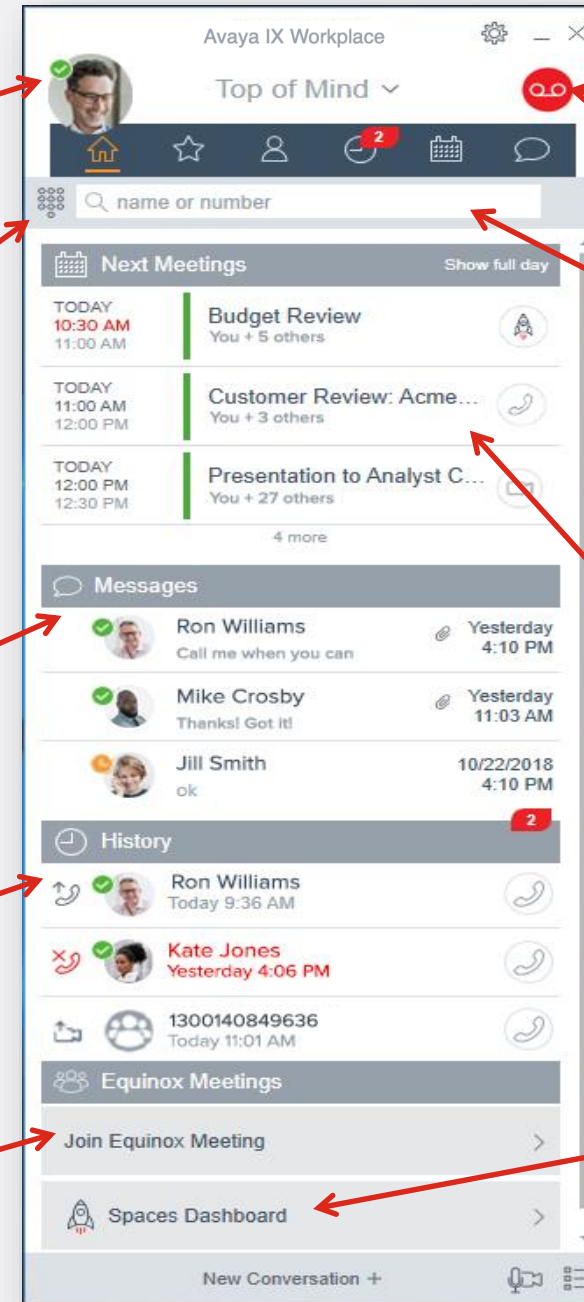
Avaya IX Workplace
Top of Mind

Q name or number

Next Meetings Show full day

TODAY 10:30 AM 11:00 AM | Budget Review | You + 5 others

TODAY 11:00 AM 12:00 PM | Customer Review: Acme... | You + 3 others

TODAY 12:00 PM 12:30 PM | Presentation to Analyst C... | You + 27 others

4 more

Messages

Ron Williams
Call me when you can | Yesterday 4:10 PM

Mike Crosby
Thanks! Got it! | Yesterday 11:03 AM

Jill Smith
ok | 10/22/2018 4:10 PM

History

Ron Williams
Today 9:36 AM

Kate Jones
Yesterday 4:06 PM

1300140849636
Today 11:01 AM

Equinox Meetings

Join Equinox Meeting

Spaces Dashboard

New Conversation +

Avaya IX Spaces

Introducing a New Cloud-based team Collaboration App

- A persistent, browser and mobile-based, team collaboration tool that centralizes voice, video, messaging, sharing, and task management into one place

- It's for anyone or any team that thrives in smaller working groups and needs an easy way to manage getting work done

- FREE to start using, with 90-day enhanced 'Business' trial granted upon sign up
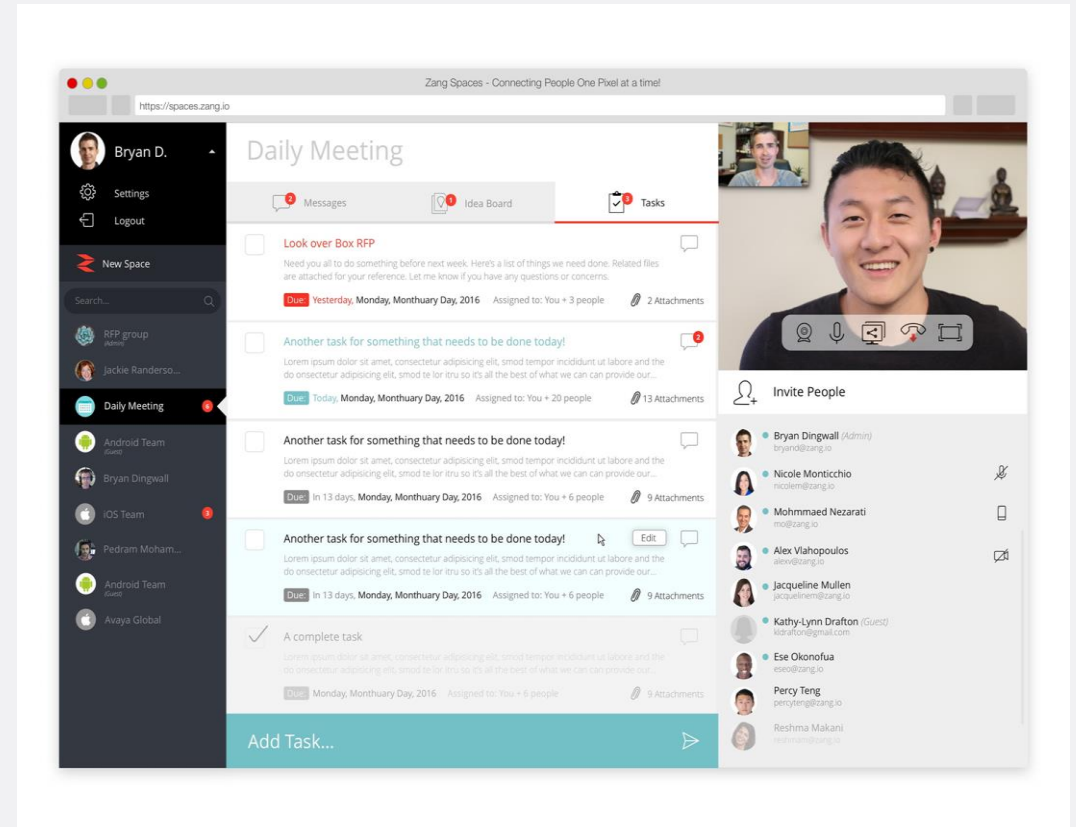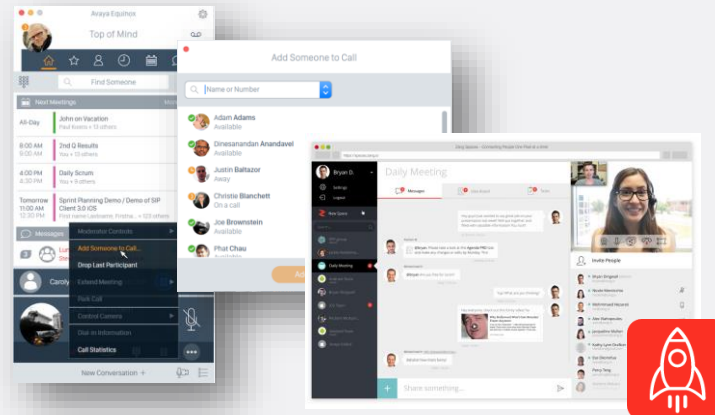
Avaya Spaces
A part of a full UC&C offering

Calling

- Point-to-point telephony (w/ basic messaging)
- Enterprise voice features
- Audio conferencing
- Devices & soft clients

Messaging & Collaboration

- Point-to-point & team messaging / presence
- Unified soft clients for telephony & messaging
- Content sharing, search, archiving, notifications, voice / video interaction

Meetings / Conferencing

- Integrated conferencing (video, audio, touchpoints)
- Desk-top / screen presentation & sharing
- Live and recorded events

Why Do Businesses Choose Avaya Spaces?

Communicate, Not Distract

Let everyone work and meet the best way they know how with docs, voice and chat all integrated.

Be Persistent

Avaya Spaces is entirely in the cloud, so all you need is a web browser and an internet connection. Log in with your single account across any of your devices.

Collaborate, Not Juggle

Tools like document/screen sharing and meeting scheduling will maximize your productivity without bogging you down with excess features.

Safe + Sound

We're powered by some of the most reputable brands in the data center industry (like Google and Amazon), so you don't need to worry about information security.

Smart Organization

Use Avaya Spaces to organize your communications, coordinate work across teams and track the project progress.

Collaborate Anywhere

Access Avaya Spaces from your browser on your laptop or take it on the road via your tablet and smartphone.

Persistent Team Collaboration

BROWSER & MOBILE
Accessible anywhere

PERSISTENT SPACES
Team space

MESSAGE
Inside & outside organization

SCREEN SHARING
Directly from browser, no install

CONFERENCING
Rapidly go to voice or video, share screen
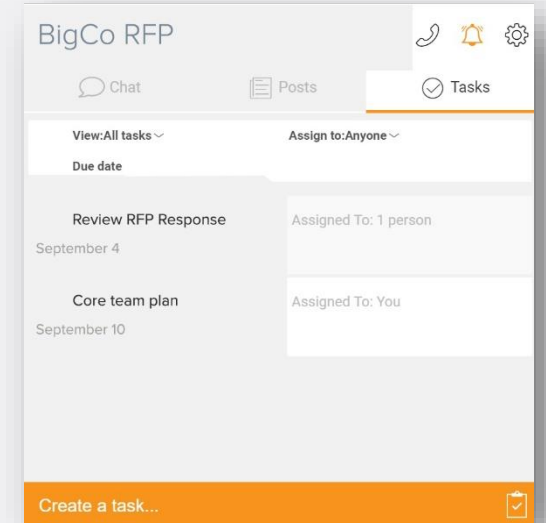
TASK MANAGEMENT
Organize & track projects
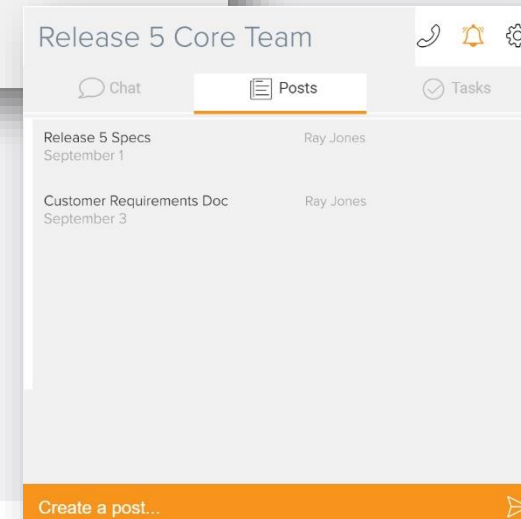
FILE REPOSITORY & POSTS
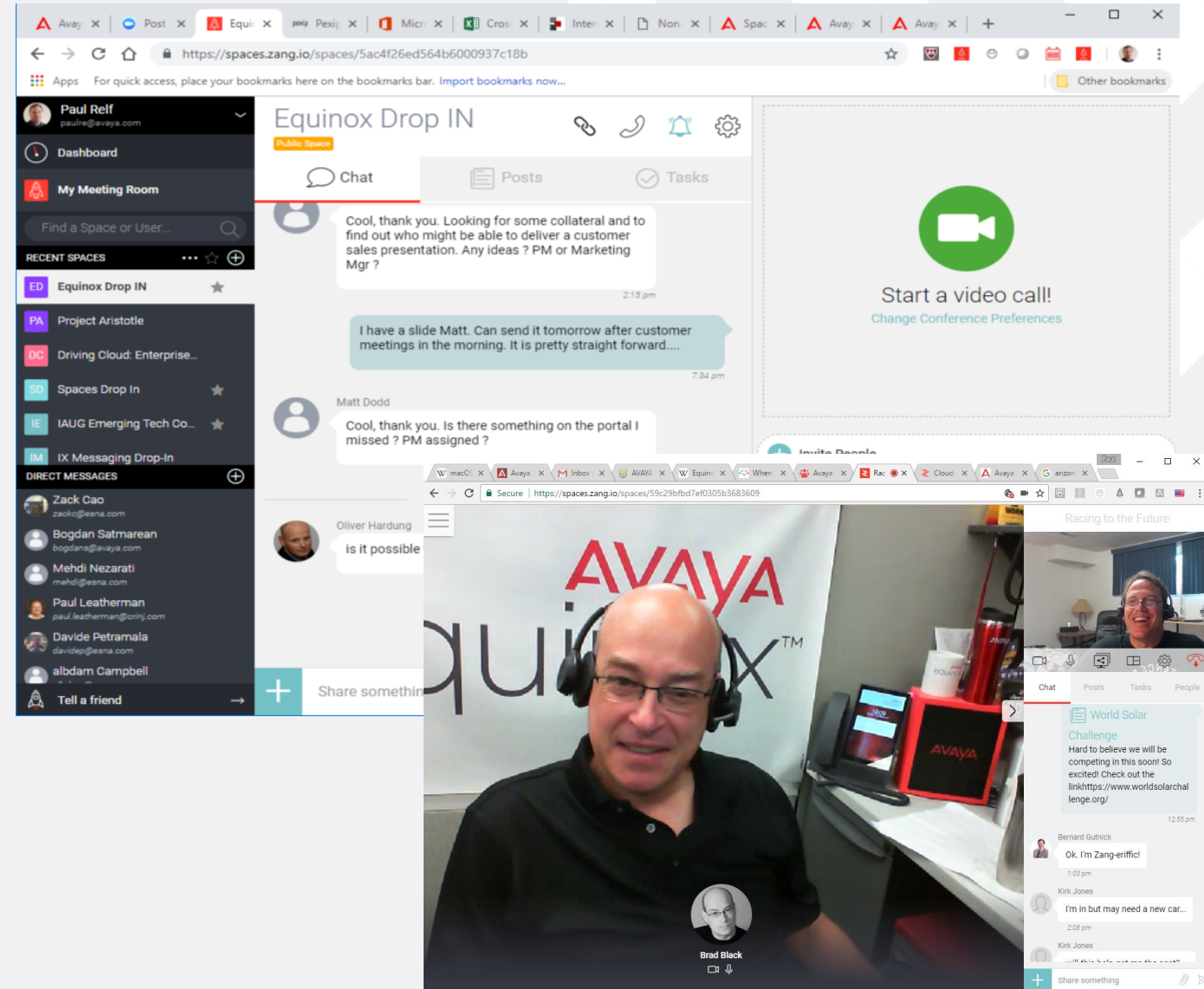*Share info, get notifications*

team and ad-hoc workspaces
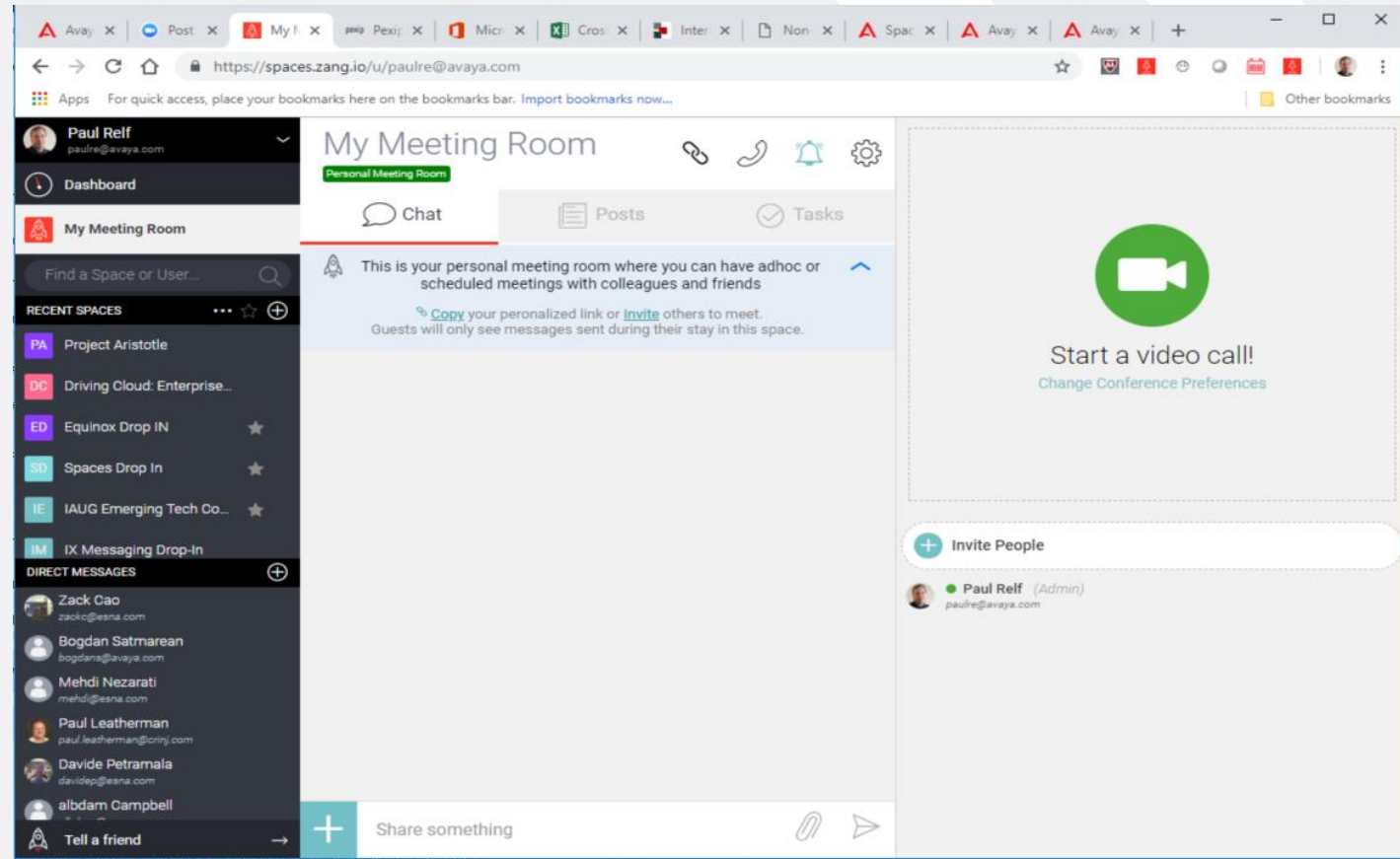
MEET in a team Space or conduct a Web conference, you choose!

team Space

Create a team project Space to meet, share, connect and collaborate in the Cloud...

my meeting room

Need to have a regular **Video / Web conference**? No problem, schedule in your meeting room and the data cleans up for you...

voice, video + team messaging

Meet in the Cloud to **COLLABORATE** like a Champ!
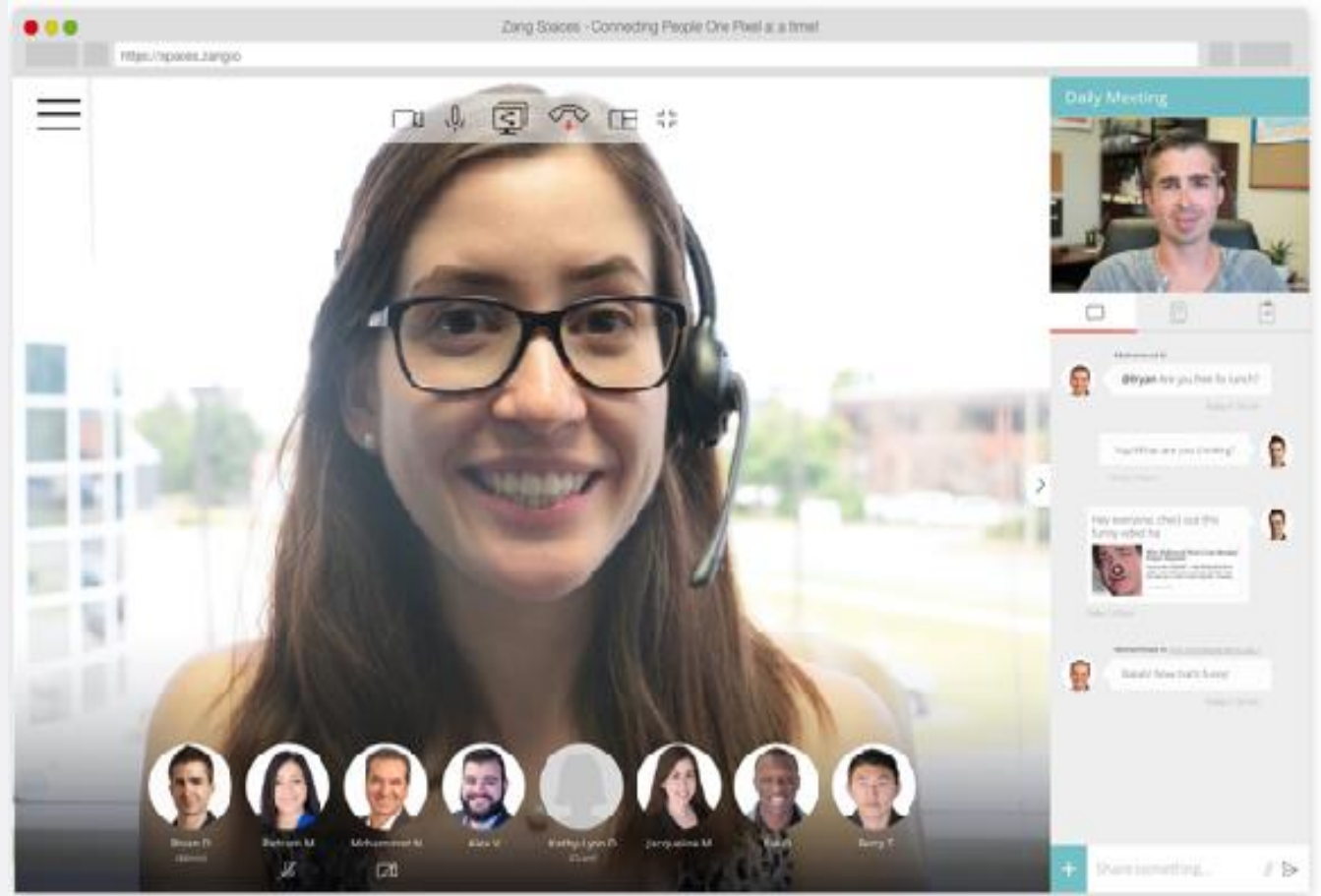
screen sharing

Share from your Browser, with **NO SOFTWARE** installation on the desktop
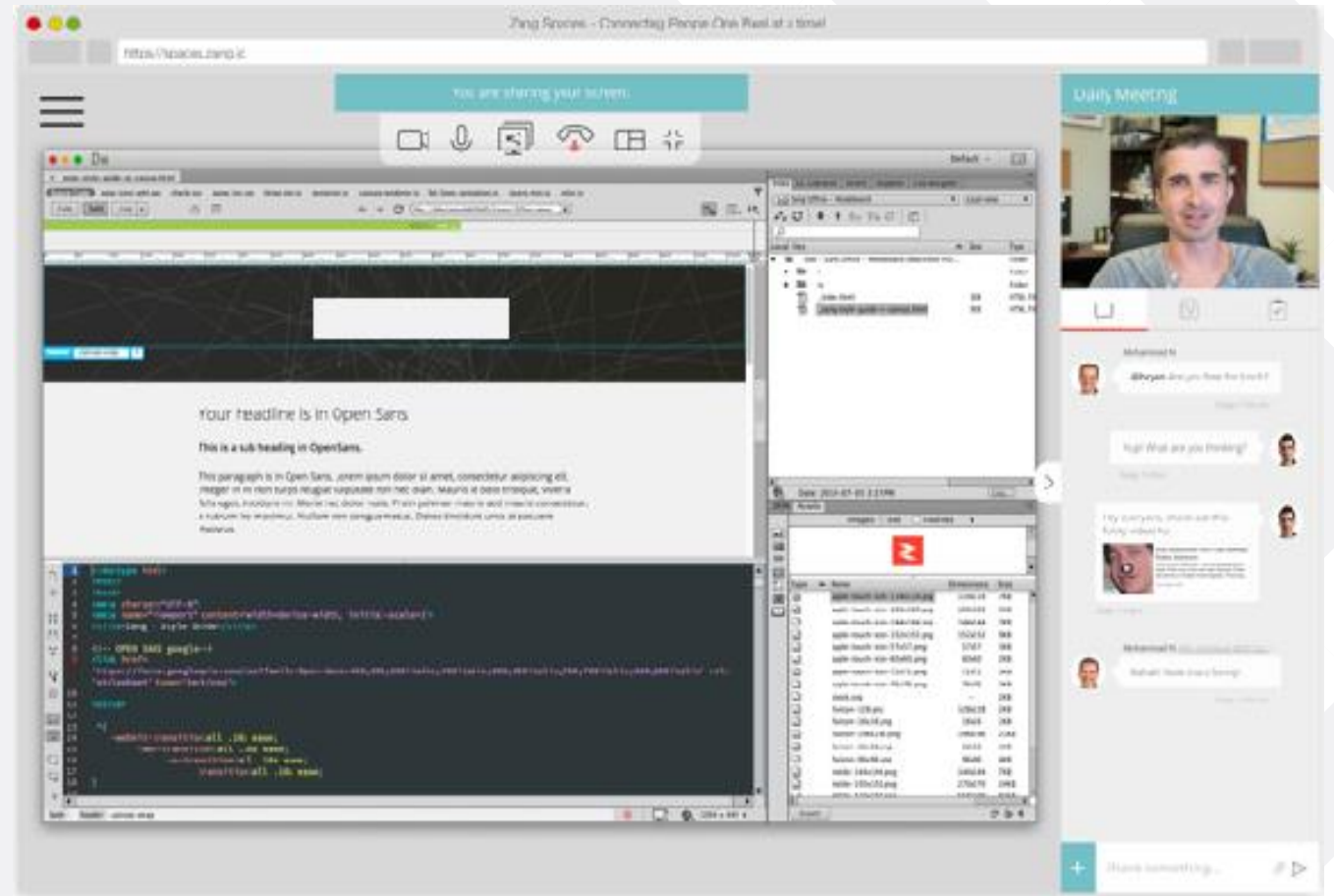
task management
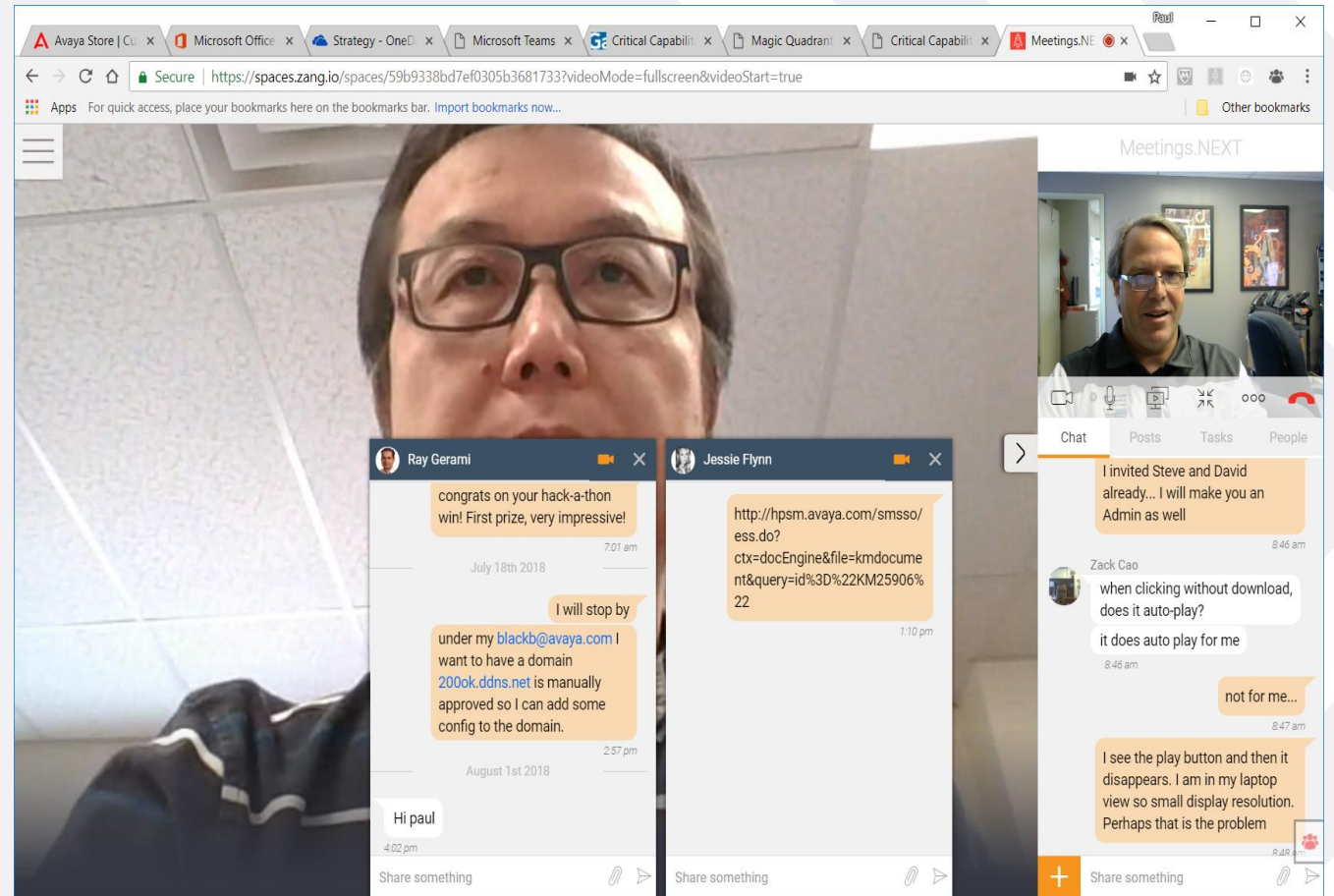
Be a **HERO** and get done on time!

file sharing

Post documents, links, pictures and other relevant data to keeping your team **UP TO DATE**!
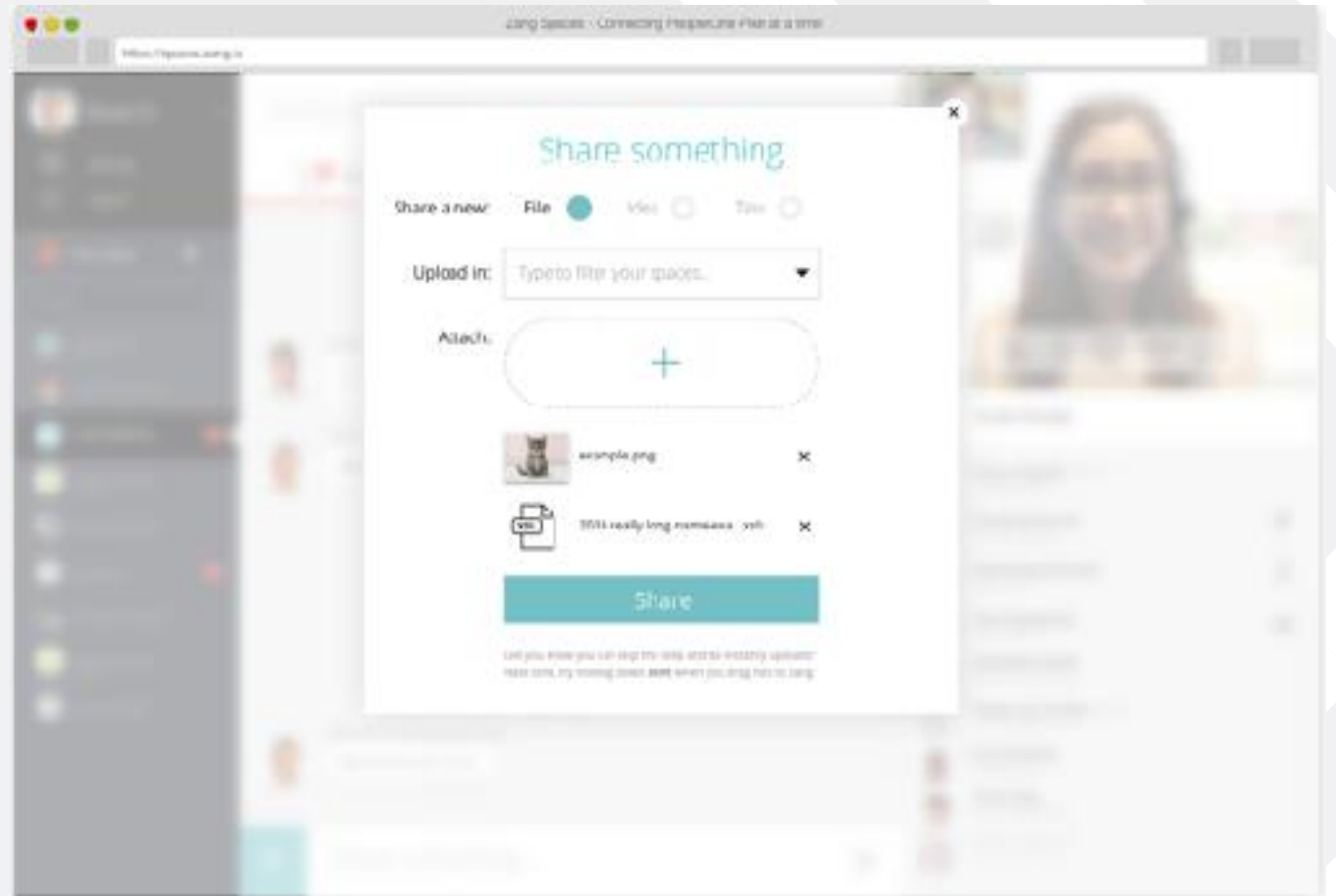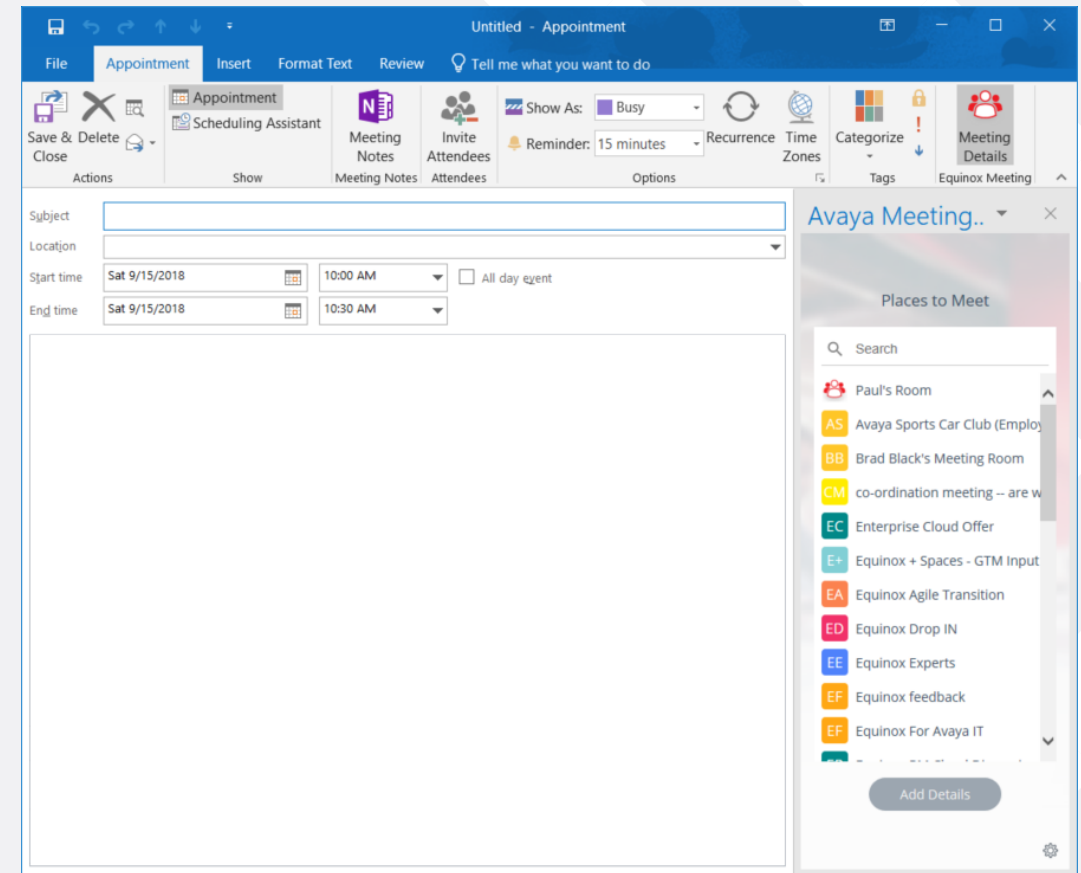
direct message

Chat with team members within and **OUTSIDE** of your organization!

schedule meetings

SCHEDULE ad-hoc Meetings, or Choose a Team Space to meet

Works with Outlook, Google and O365!

personalized dashboard

ORGANIZE your pre and post meeting activities

Cloud Team Collaboration Offers

ESSENTIAL
Free!

Cloud Meeting Room
Voice Conferencing
(50 Participants)
1-to-1 Video Calling
Persistent Messaging
File Sharing (1 GB)
Task Management
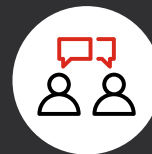Application Integrations

BUSINESS
$6 / month

All Essential Capabilities
Voice & Video Conferencing
(200 Participants)
File Sharing (Unlimited)

POWER
$18 / month

All Business Capabilities
Voice & Video Conferencing
(500 Participants)
Phone Dial-in
Administrative Management
API & Call-in Support

Web Browser &
Mobile Apps

Integrated with
Avaya IX Workplace

Getting Started Is Easy…

1. Sign up for FREE at avaya.com

2. Take the quick tutorial

3. Explore your dashboard

4. Create your first Space

Essential

Always

$ **0.00**

Per User/For Life

Try Now

Give Avaya IX Spaces a test drive, and get a **free, 90-day trial of Avaya IX Spaces Business**

Let us start you off with a quick tour!

Skip   Back   **Next**

Roger Wallman
rwallman@avaya.com

General   Team   Preferences   Downloads

User spaces   Files   My Tasks   Completed tasks   My Posts

| | | 1 | 0 | 2 |

TWW IRCAL Space   December 14
Racing to the Future   November 30
UC Solutions Marketing   November 2
CS1K Planning   October 31
Gartner UC MQ   October 31

Provide Executi...   June 19
SHOW MORE

Draft Sales Alert   July 11
Positioning Document   July 11
SHOW MORE

SHOW MORE

Let's get started!

To create a group space, simply name your space and invite friends or colleagues.

Cool App!

Enter name, email address or phone number...

Save

Close

AVAYA

Avaya IX Meetings

(Formerly Equinox Conferencing & Meetings Online)

Powerful Meeting Experience

ROOM SYSTEM CONNECTIVITY
Rich HD media for better attention

CLIENT SUITE & WEBRTC
Interactive & webcast participants
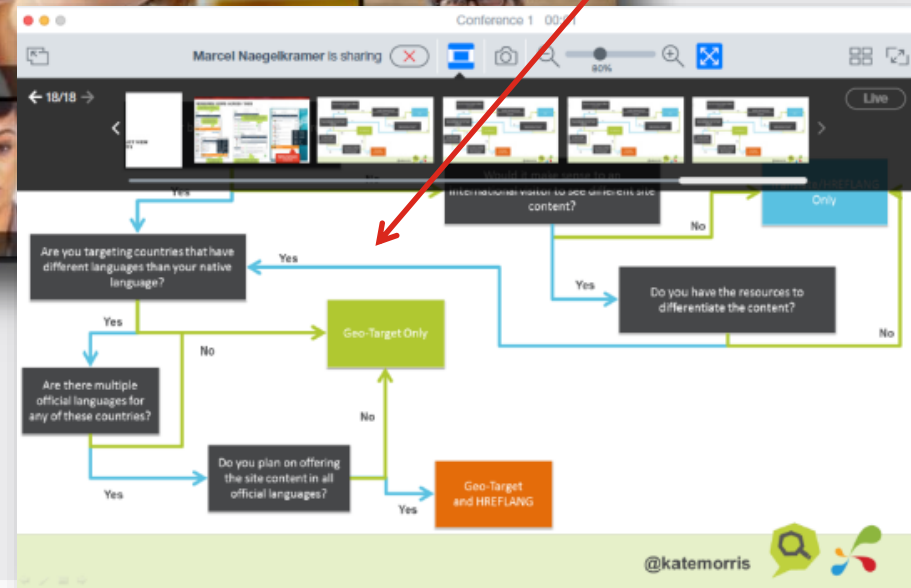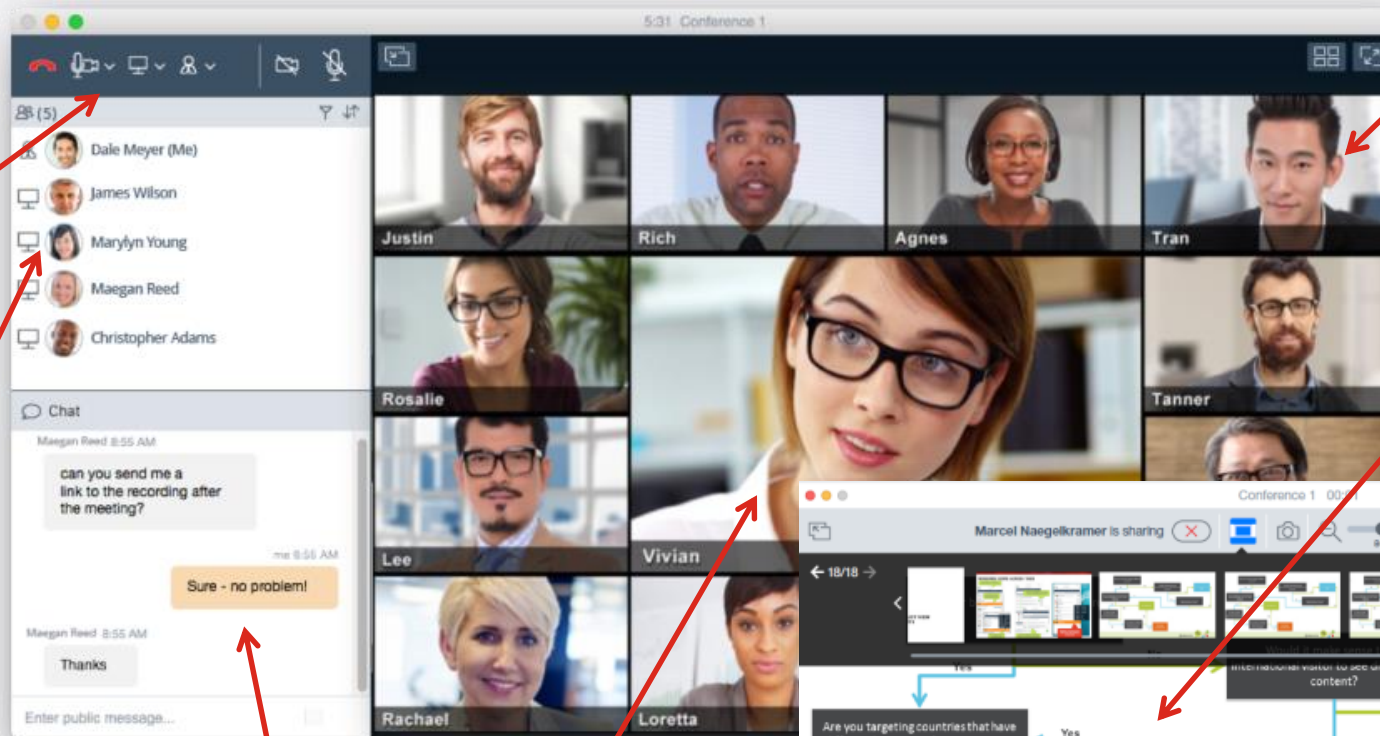
EXTENSIVE WEB COLLABORATION
Screen & app sharing, whiteboard, "Slider", remote desktop, keyboard & mouse control

ADVANCED CONTROLS
Self-moderated

INTEGRATED ROSTER
Speaker & presenter activity

CHAT
Public & private

INDIVIDUAL LAYOUTS
Personalized for use case

MEETING RECORDING
Save

Frictionless Participation
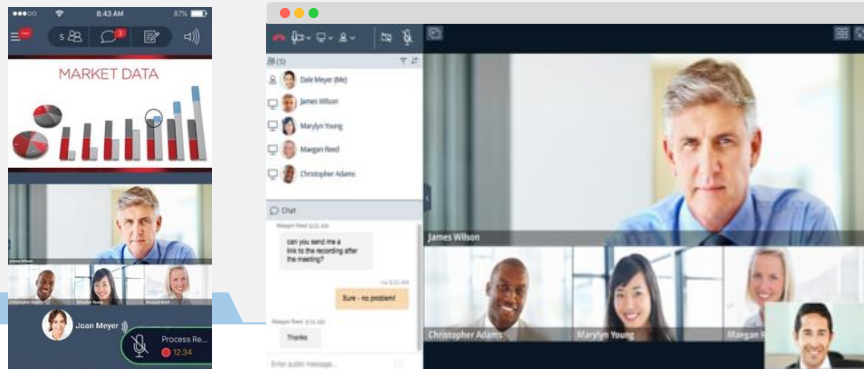
Desktop & Mobile Apps

Mobile First UX

H.264 High Profile for low bandwidth use

SVC for network error resiliency

Wideband audio

WebRTC / HTML5 Browser

Meet-me experience, Great for guests!

Zero download for participation

Browser extension for sharing

Chrome & Firefox for full capabilities

Unique Content "Slider"

- View **previously shared content** immediately
- **Presenter not interrupted**
- **Great for catching** up or spending additional time reviewing material
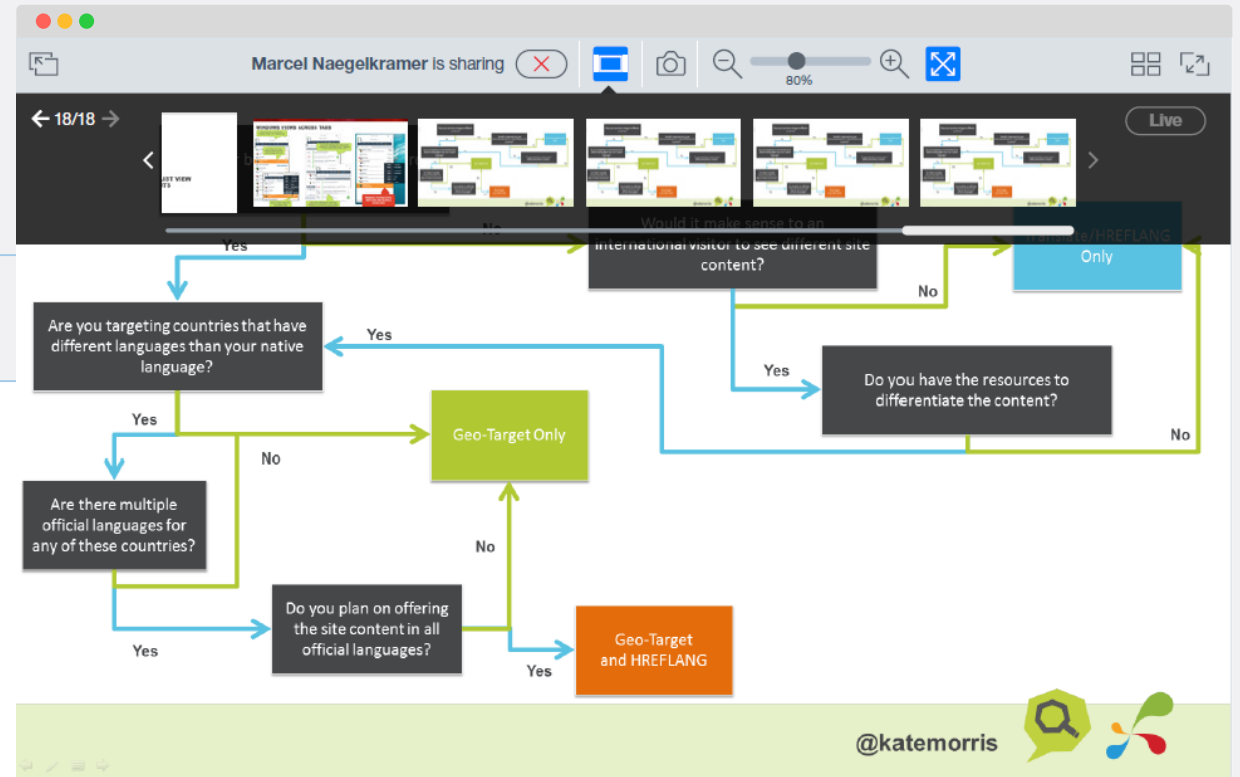
Room System Connectivity

SIP & H.323 / Full HD 1080p Video

Recording & Webcasting

Recording

- MP4 for offline viewing
- HD video & content

Webcasting

- Up to 100,000 viewers

Universal Player

- Zero download
- iOS, Android, PC, Mac
- Compatible with HTML5

Mary Meeker, Morgan Stanley, Mar 2012

Cloud Meeting Offers
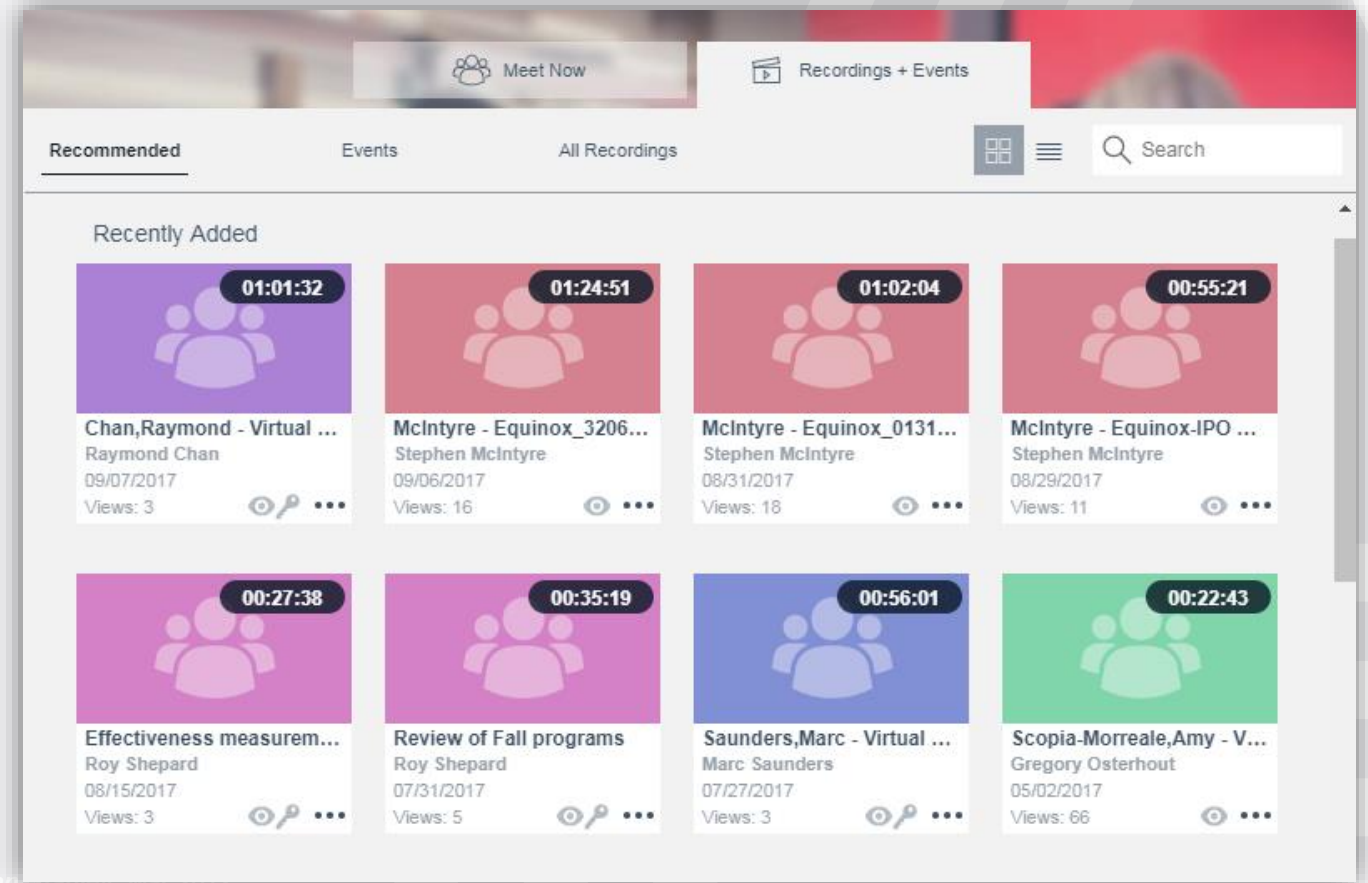
ESSENTIAL

$24 / month
$264 / year (**$22** / month)

25 **Participant** Meeting Room
Web Browser & Equinox Connectivity
Connect 1 Video Room System
Local Phone Dial-in
View **4 Video Participants**

BUSINESS

$49 / month
$540 / year (**$45** / month)

50 Participant Meeting Room
All Entry Capabilities
Connect 5 Video Room Systems
View **28 Video Participants**

POWER

$99 / month
$1,089 / year (**$91** / month)

100 Participant Meeting Room
All Preferred Capabilities
Connect 100 Video Room Systems
Recording (30 day storage)
Live Webcast to 500 Viewers

Highly competitive for **Video Room System connectivity**
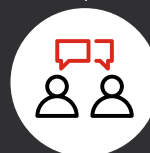
Volume pricing available for **multiple rooms**

Your New UC Experience

- **ONE** Simple, Intuitive, Powerful
- **Any** Location, Any Device
- **Frictionless**
- **Reliable, Scalable, Flexible**
- **Cloud, On Premise, Hybrid**

Why Avaya?

#1 UC + CC PROVIDER
15M Calls + 4M Agent Interactions
Every Minute

17
years
Gartner Magic Quadrant Leader in Contact Center

9
years
Gartner Magic Quadrant Leader in UC

95% of Fortune 1000

Global Experience
+120K Customers in 175 Countries

Breadth of Portfolio
Cloud, On Premise, Hybrid

Innovation & Investment
+$225M Annual R&D in High Growth Segments

Open Ecosystem
Hundreds of Integrations and Partners, SDK

Put Avaya UC to Work for You

Working from the Office

A **more productive office** by taking communications to the next level

Customers reach the **right person on the first try**

Team collaboration drives productivity & innovation

Integration fits communications into the way you work

Working from Home

One number to reach you

Turn your tablet, PC, or Mobile into an **office extension**

Weather doesn't impact business

Trade commuting for productivity

Stay connected, engaged, reachable

Working On-the-Go

Your **mobile office**

Voice, video, chat, meetings **on-the-go**

Connect to experts / support from any location

Never miss a meeting or a call

Speed decision making with meeting online, scheduled or on-the-fly

Thank You.

AVAYA