Professional Services

Avaya Residency Program

Qualified Resources and Expertise When and Where You Need Them

When it comes to delivering communications infrastructure and support to an enterprise, IT organizations are often asked to perform miracles without necessarily having all the resources needed to respond. How many times have you wished for more staff with specialized Avaya expertise, yet without having to expend the considerable effort and expense associated with onboarding, training and managing new headcount?

Now expert resources are available from Avaya for a range of services when and where you need them. The Avaya Residency Program offers three types of services with Avaya professionals to augment your in-house staff and fill gaps in available skills and experience:

Resident Specialist services are delivered on-site or remotely by Avaya consulting and technical professionals who can provide expert support for the configuration, integration and operation of Avaya Unified Communications and Contact Center solutions, as well as highly developed skills in managing complex projects and driving toward planned business outcomes.

Resident Engineer services are delivered on-site by Avaya data and converged communications experts who can lead or assist with support of Avaya solutions, including corrective and preventive support, for clients who have an ongoing Avaya support coverage agreement.

Dedicated Technician services are delivered on-site by a certified Avaya technician and include day-to-day performance of support tasks such as moves, adds and changes (MACs), installations and much more for clients who have support coverage from Avaya.

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Available through Avaya or Avaya Authorized Business Partners[1], these specialized resources can make the difference for your organization's ability to deliver quality communications solutions to your businesses around the world. Read on to learn more details.

Resident Specialist

Often companies have experienced, capable technical staff in place, but lack the specific expertise needed to support a new technology or optimize a communications solution. In some cases, it's merely a matter of timelines that can't be met using in-house resources alone, or hiring new employees may require more time or expense than the situation allows for.

With the Avaya Resident Specialist services, you can leverage Avaya Professional Services resources to address a range of business requirements for consulting and technical expertise, from consultation and analysis to engineering and configuration. You can also benefit from Avaya best practices, developed in client engagements around the world and across industries. The following are representative examples of activities Avaya Resident Specialist services can be engaged for.

Project and Program Management

Resident Specialist professionals help shape the vision of a communications solution, manage the project timeline, and provide a single point of accountability and high-velocity problem and escalation resolution to help reduce your risk of project delays and costly overruns. They coordinate the tasks and critical path events that move a project forward; identify, manage and mitigate risk; and communicate and address stakeholder satisfaction. Examples of tasks often performed as part of Resident Specialist services include:

- Engaging with business and department stakeholders to determine long-term requirements

- Translating stakeholder needs into program gates and completed projects that meet timelines and business outcomes

- Generating and maintaining a workflow structure and consolidated program plan

- Leading project meetings to review project objectives, managing the change control policy, and verifying stakeholders' requirements and critical dates

- Communicating and coordinating appropriate skilled resources for delivery or engagement

Unified Communications (UC) Consulting

These Resident Specialist professionals are trained and experienced in the administration, configuration, integration and operation of Avaya Aura® Communication Manager and Avaya Session Initiation Protocol (SIP) solutions such as Avaya Aura® Session Manager and Avaya Aura® System Manager.

[1] Regional variations and availability may apply.

One of the most attractive features of the Avaya Residency Program is its flexibility. You can design an engagement that fits your particular needs and circumstances.

Examples of tasks often performed as part of Resident Specialist services include:

- Providing Avaya Aura system overviews to system administrators and technical personnel

- Optimizing system performance

- Accessing system feature functionality

- Consulting on best practices for dial plans, SIP routing and endpoints, Product Licensing and Delivery Systems (PLDS), and backup procedures

- Providing knowledge transfer and mentoring

Customer Experience Management Consulting

These Resident Specialist professionals are trained and experienced in the administration, configuration, integration and operation of Avaya Contact Center solutions such as Avaya Aura®
Call Center Elite. Examples of tasks often performed as part of Resident Specialist services include:

- Providing Call Center Elite overviews to system administrators and contact center technical personnel

- Optimizing system performance

- Accessing system feature functionality

- Consulting on best practice settings for vectoring, skills assignments and agent utilization

- Providing knowledge transfer and mentoring

Resident Engineer[2]

To keep networks running properly, organizations sometimes need additional staff to perform a variety of ongoing in-depth network analysis or management tasks. Avaya Resident Engineer resources offer experienced, knowledgeable support to help you achieve a technical competitive advantage, both to protect and expand markets and to meet regulatory requirements. Our Resident Engineer resources are both technical and business experts who are familiar with today's global business issues based on extensive experience providing operational and network support to Avaya clients.

We offer two types of Resident Engineer experts:

- **Data specialists** who focus on all products of a typical data network and have extensive knowledge of Avaya's data product line, including legacy routers, Internet Protocol (IP) networks, Ethernet switching and virtual private networks (VPNs).

- **Converged specialists** who focus on data and voice products of a typical network and are highly trained on Avaya Unified Communications and Contact Center Voice over Internet Protocol (VoIP) products, high-end applications, and Avaya data networking products line of switches and routers.

Specific tasks often performed as part of Resident Engineer services include:

- Analyzing, reviewing and recommending system configurations

- Analyzing network traffic flow

- Installing required patches and product correction notices to maintain products

- Configuring hardware and software in support of moves, adds and changes

- Implementing and administering the network management platform

- Diagnosing and isolating faults and remedying Avaya equipment failures

- Informal knowledge transfer, training and mentoring via hands-on technical network assistance

- Serving as a liaison between your operations personnel and Avaya customer support, including the Avaya Service Account Management team and engineering staff

Dedicated Technician[2]

Communications downtime and issue resolution response times are the types of issues that keep IT executives awake at night. Having a technician available on-site full time can help eliminate concerns about response time and allow in-house IT resources to focus on the core competencies of the business and maximizing system availability.

With the Avaya Resident Specialist services, you can leverage Avaya Professional Services resources to address a range of business requirements for consulting and technical expertise.

[2] Available to Avaya clients whose equipment is under warranty or who have an Avaya full-coverage service agreement.

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About Avaya

Businesses are built on the experiences they provide and every day millions of those experiences are built by Avaya (NYSE:AVYA). For over one hundred years, we've enabled organizations around the globe to win—by creating intelligent communications experiences for customers and employees. Avaya builds open, converged and innovative solutions to enhance and simplify communications and collaboration—in the cloud, on premise, or a hybrid of both. To grow your business, we're committed to innovation, partnership, and a relentless focus on what's next. We're the technology company you trust to help you deliver Experiences that Matter. Visit us at www.avaya.com.

Avaya Dedicated Technician services provide exactly that type of resource—highly trained and certified technicians who are backed by tiers of service engineers at Avaya with over 25 years of experience. These technicians have the required expertise for your support services and aftermarket needs while gaining in-depth knowledge of your voice and data networks. Specific tasks often performed as part of Resident Technician services include:

- Providing voice-dedicated service and data-dedicated service

- Moves, adds and changes

- Installation support

- Standard and preventive support

- Emergency support

- Coordination of networking, equipment and circuit acceptance testing

- Executing escalations

- Informal training

You Define the Scope of Your Engagement

One of the most attractive features of the Avaya Residency Program is its flexibility. You can design an engagement that fits your particular needs and circumstances.

Expert Avaya resources who deliver the Avaya Resident Specialist, Resident Engineer and Dedicated Technician services, while on assignment at your company, will take day-to-day direction and work assignments from your designated on-site manager. Engagements for Resident Specialists are typically for a minimum of six months, while engagements for Resident Engineers and Dedicated Technicians are usually for 12 months or longer. Avaya will scope services based on an agreed-upon, predefined plan that includes identification of the resources and the billing period (e.g., monthly or quarterly).

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