

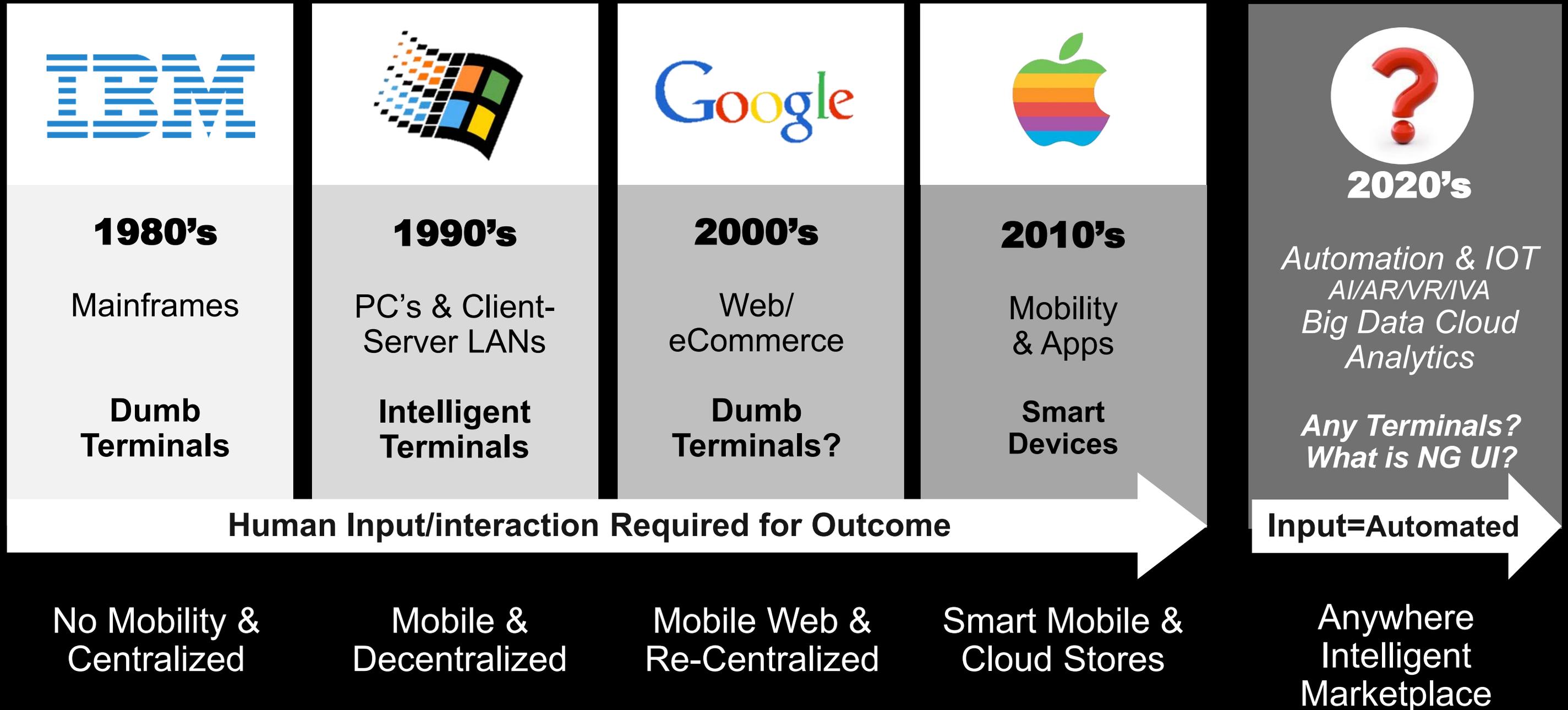
The Avaya logo is displayed in white, bold, sans-serif capital letters in the top left corner. The background of the slide is a night cityscape with glowing blue light trails and arcs connecting various points, suggesting a digital network or data flow. A vertical red bar with a subtle pattern is on the far left.

AVAYA

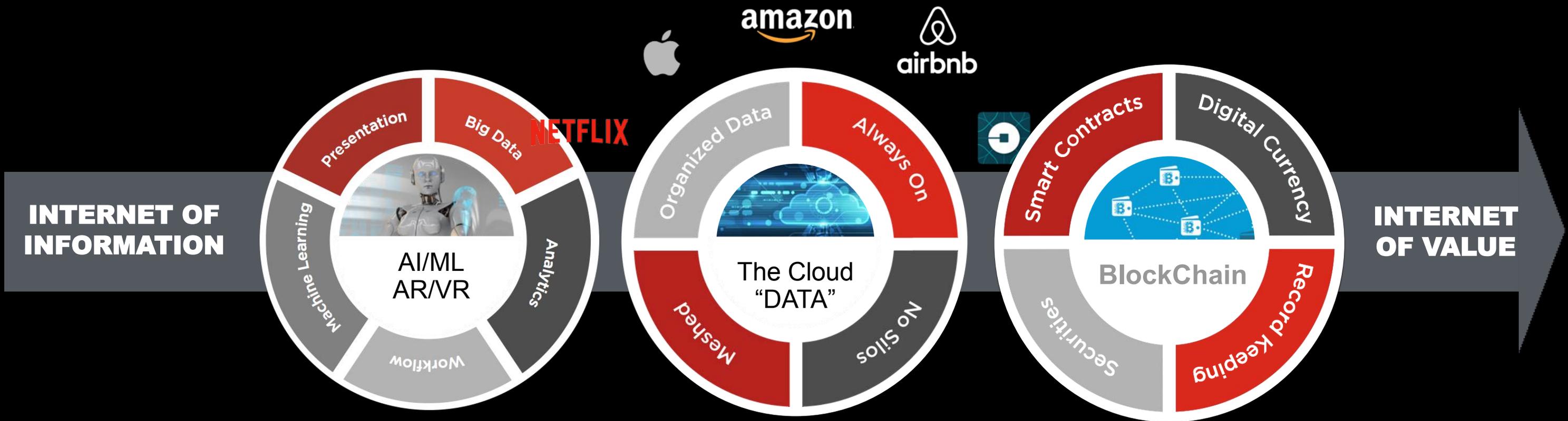
EVOLVING TO THE DIGITAL ENTERPRISE

Jean Turgeon
VP and Chief Technologist,
Software Defined Architecture Avaya

A NEW ERA IS AROUND THE CORNER.....



MAJOR TREND DISRUPTORS

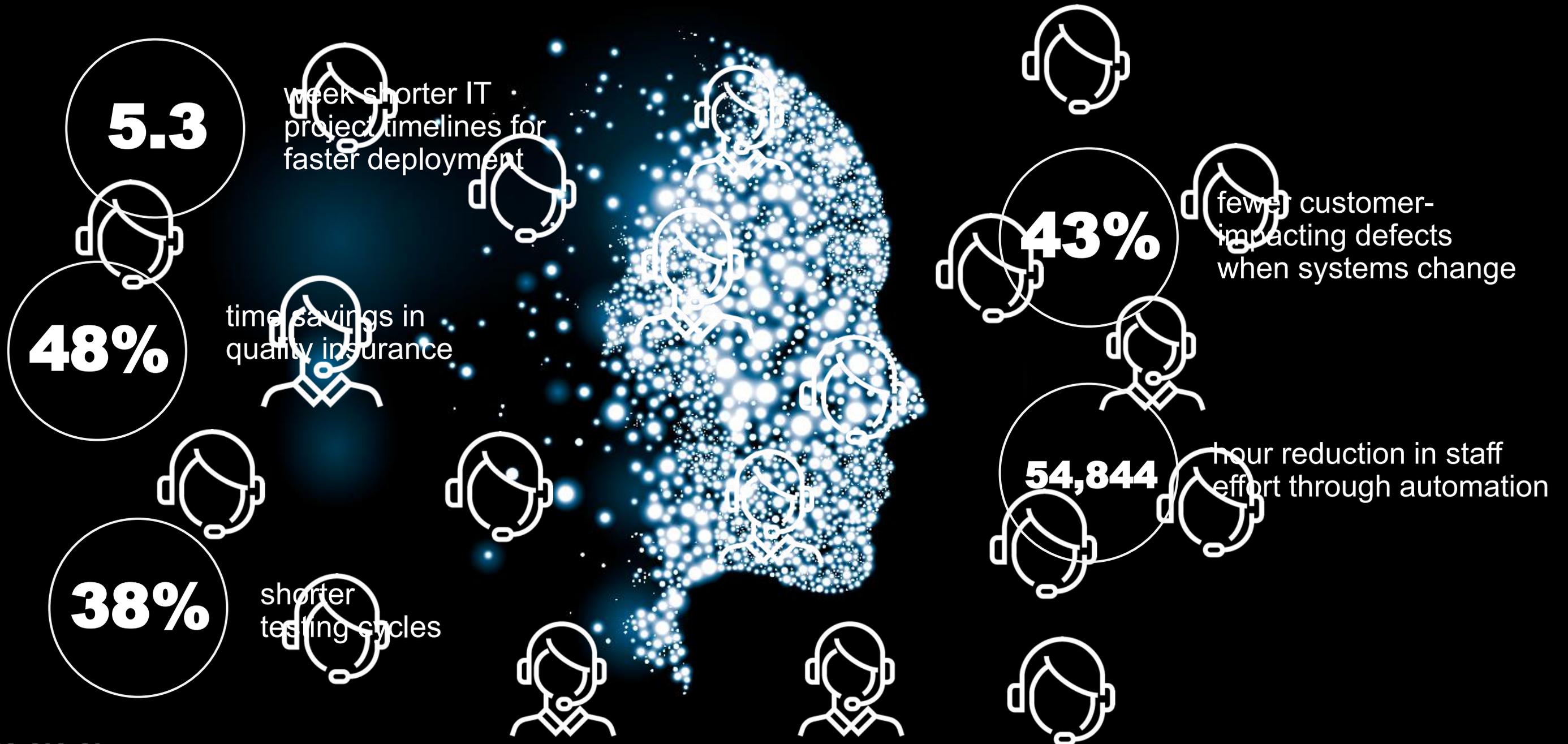


ROBOTS THAT TEACH EACH OTHER

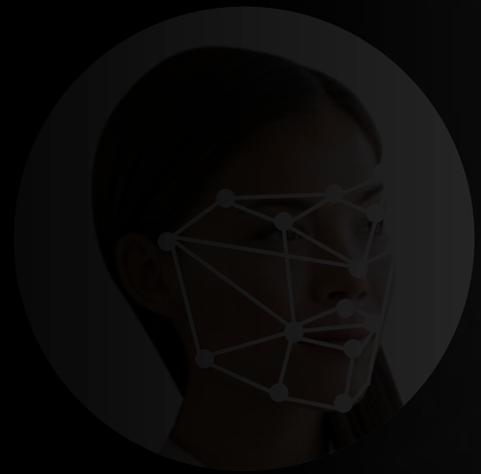
Robots “learn” on their own and share that knowledge among themselves



AUTOMATED BUSINESS PROCESS VALIDATION



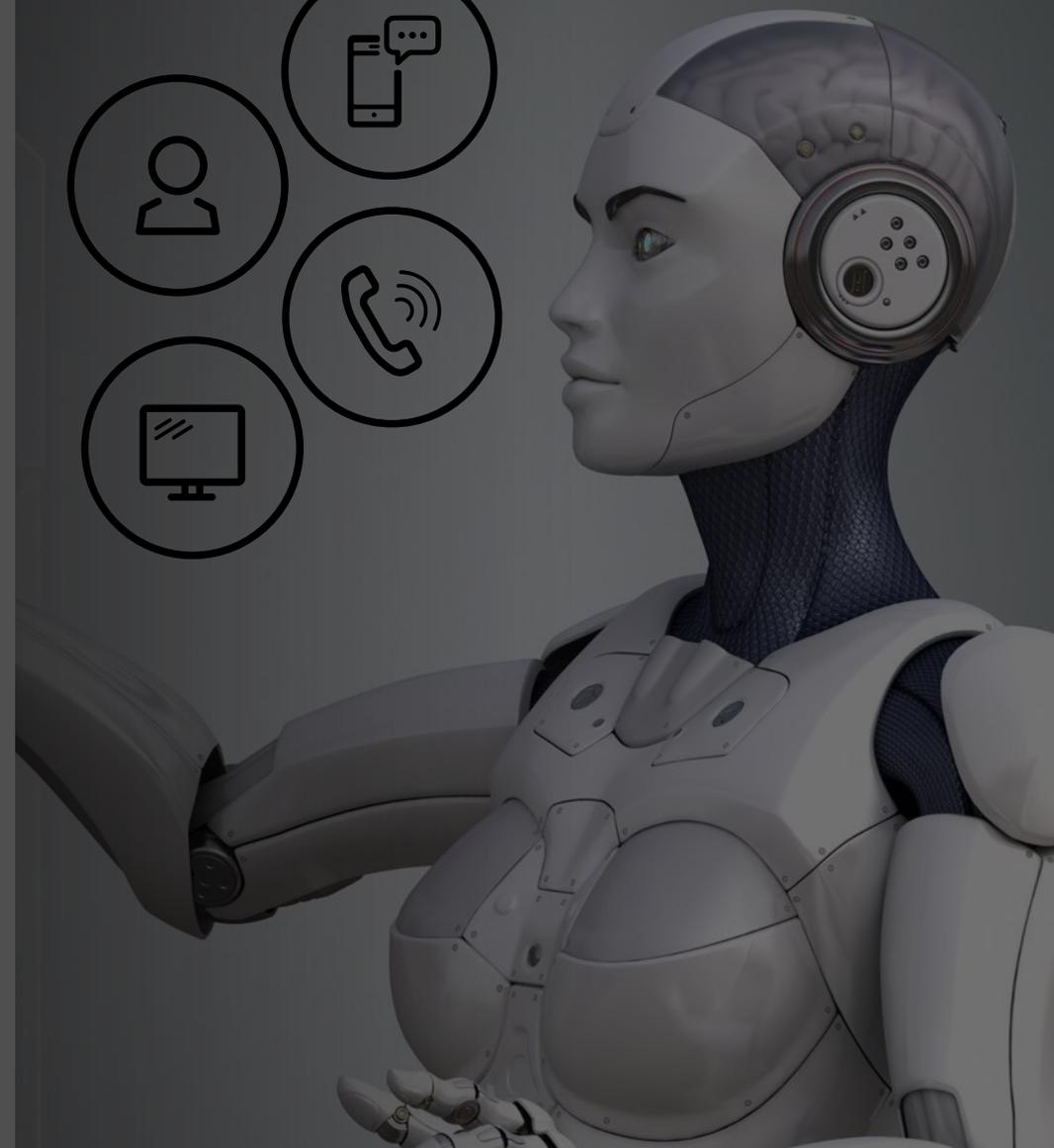
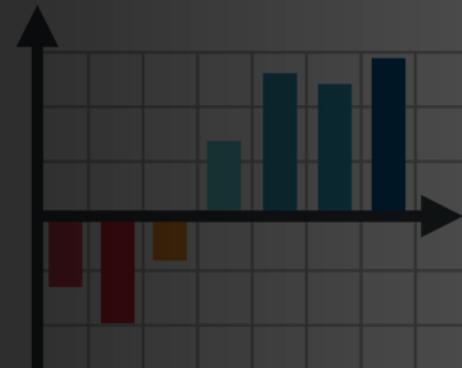
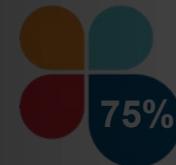
Next Gen Authentication Required



Bank Profile #47143

Stacy Morgan

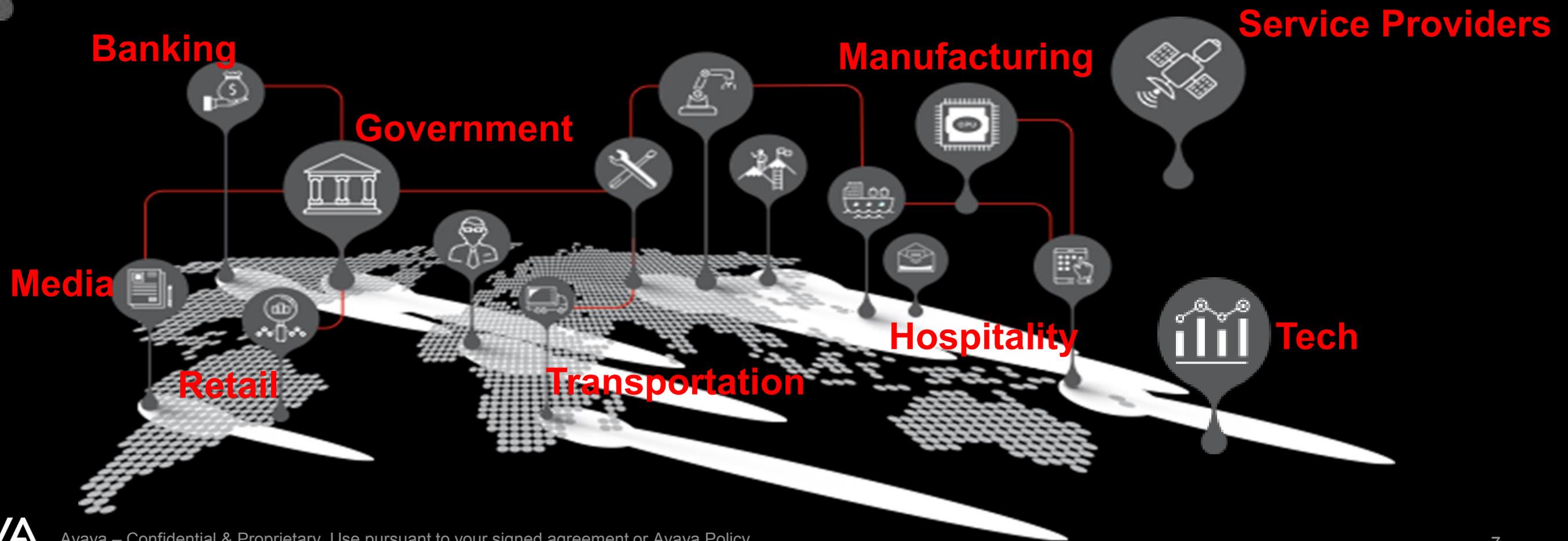
Products



Saving 40-75 sec per call.

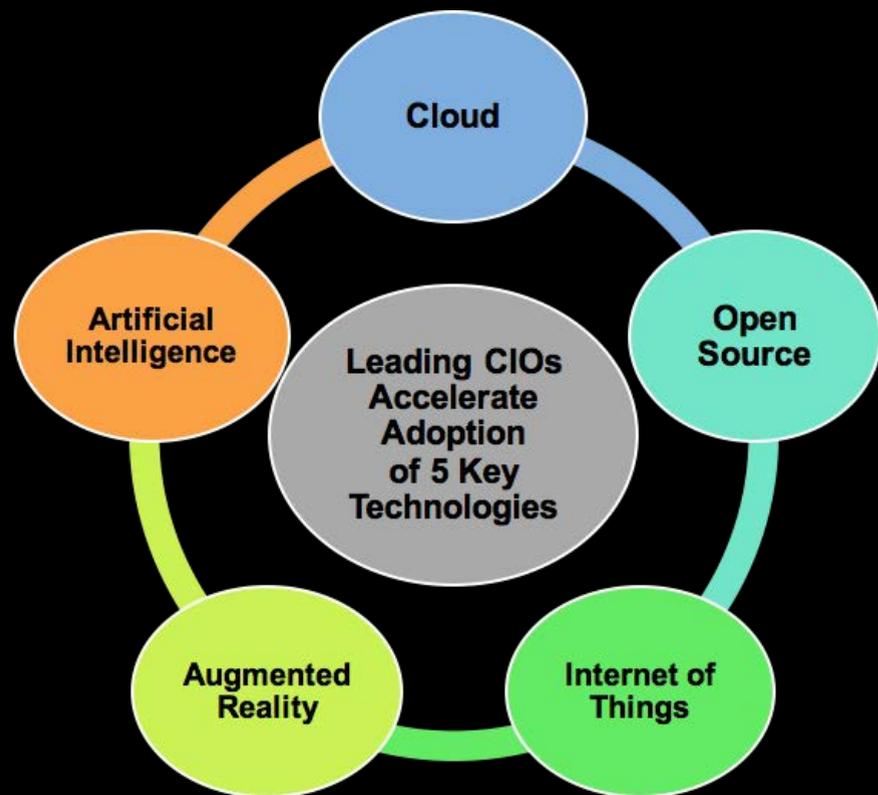
The Enterprise Landscape: The rules are changing

- Communications of everything
- Data is the New Oil (**Powerful when Refined**)
- Experience Design is the new Loyalty & Marketing campaign
- New Technology trends are on everyone's roadmap

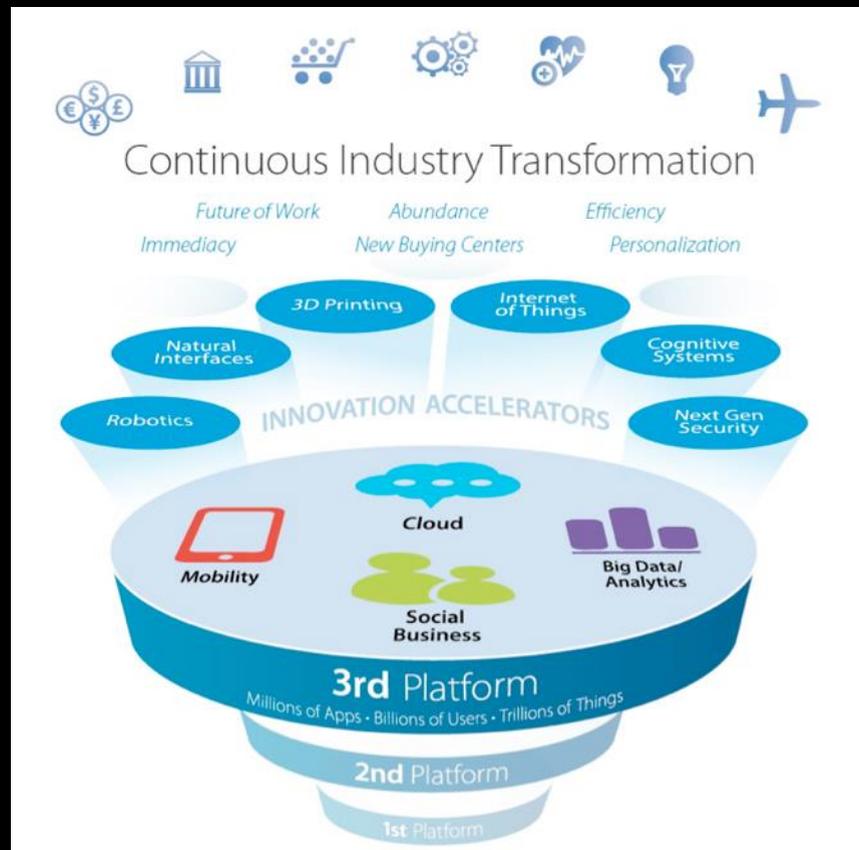


ANALYSTS VIEWS – NEXT GEN PLATFORMS

Forrester CIO Prediction 2017



IDC



Gartner



NEXT GEN PLATFORMS – FOCUS AREAS

Open Ecosystem

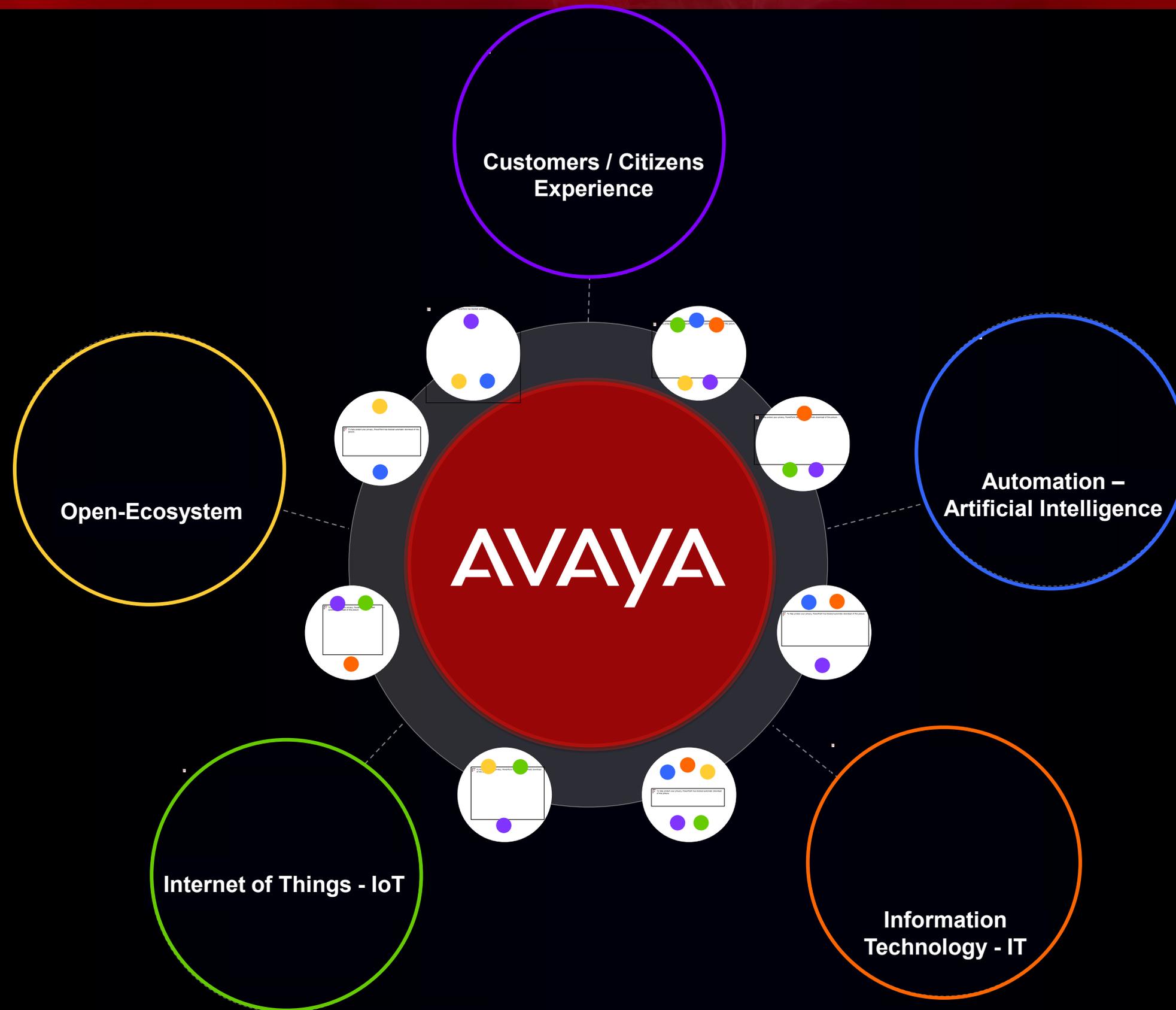
Personalized Experience

Things

**NEXT
GEN-PLATFORM**

Next Gen-IT

Augmented and Artificial Intelligence

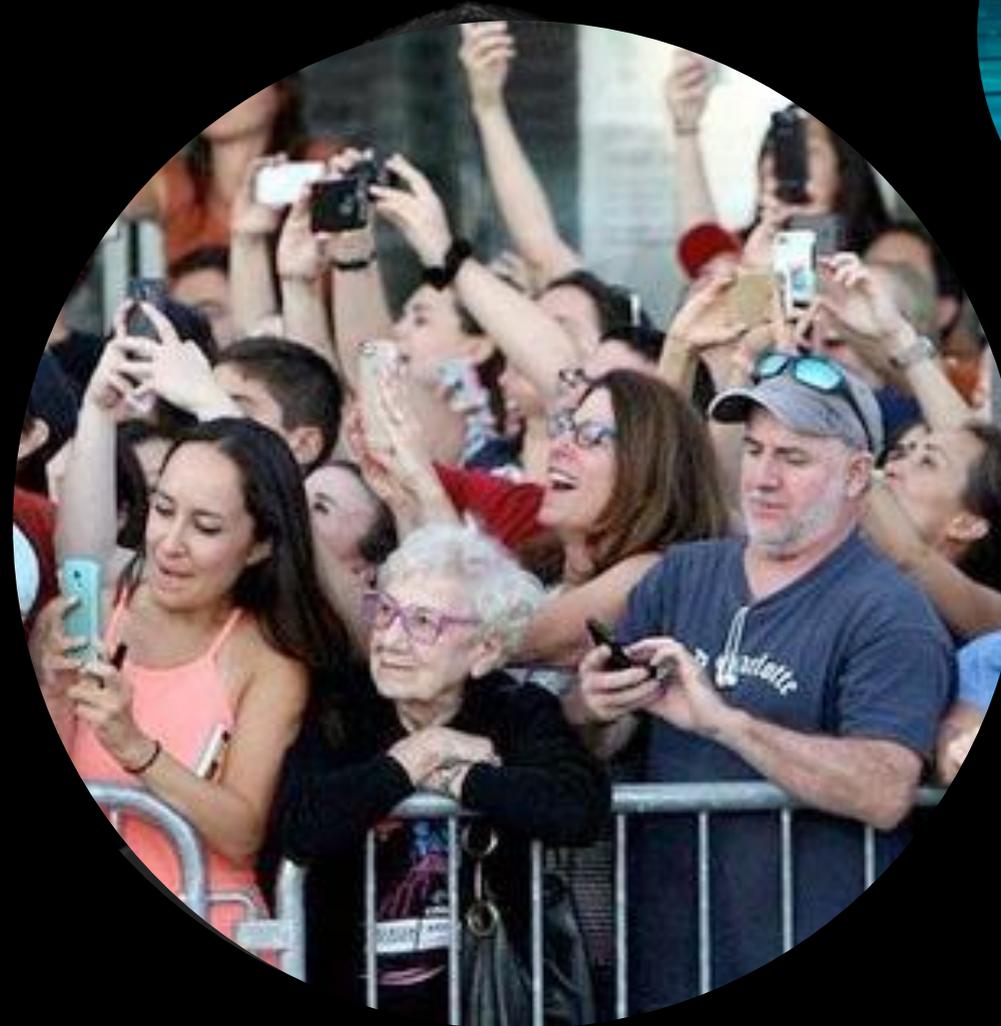




Customer/Citizen Experience

CUSTOMIZING & PERSONALIZING THE EXPERIENCE IS KEY YET, DON'T LEAVE ANYONE BEHIND!

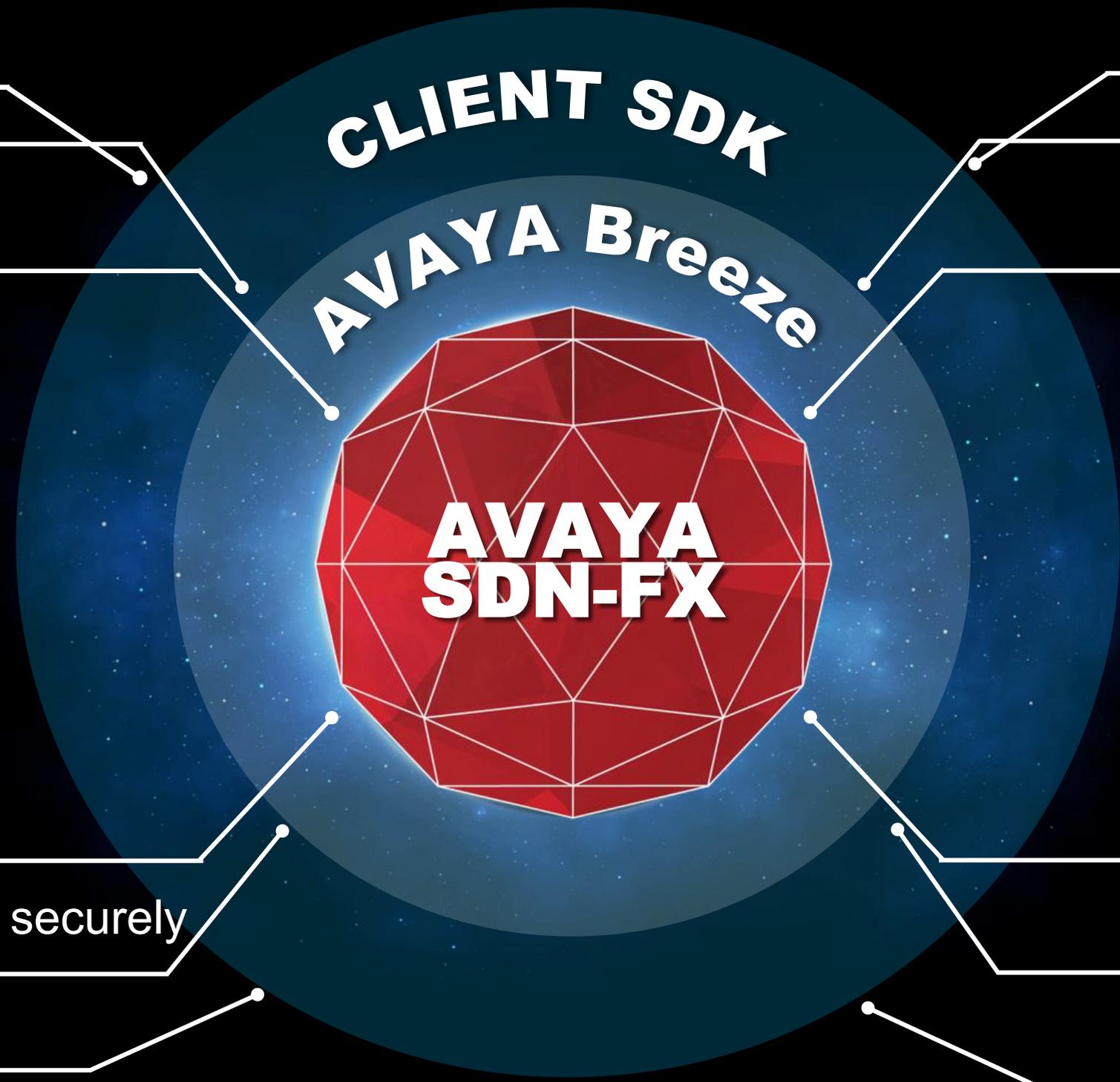
“You’ve got to start with the **customer experience** and work back toward the technology.”



- IOT
- Sensors
- Wearables
- Analytics

- Transition IVR to IVA
- Integrate VR & AR
- Social Media Context
- Secure Mobile experience

Device agnostic
 UC/CCM integration
 Vertical & Horizontal
 Blurring the lines
 between Customer
 and Business
 Simple & Flexible
 and Business
 • Singular Protocol
 • Self-Healing



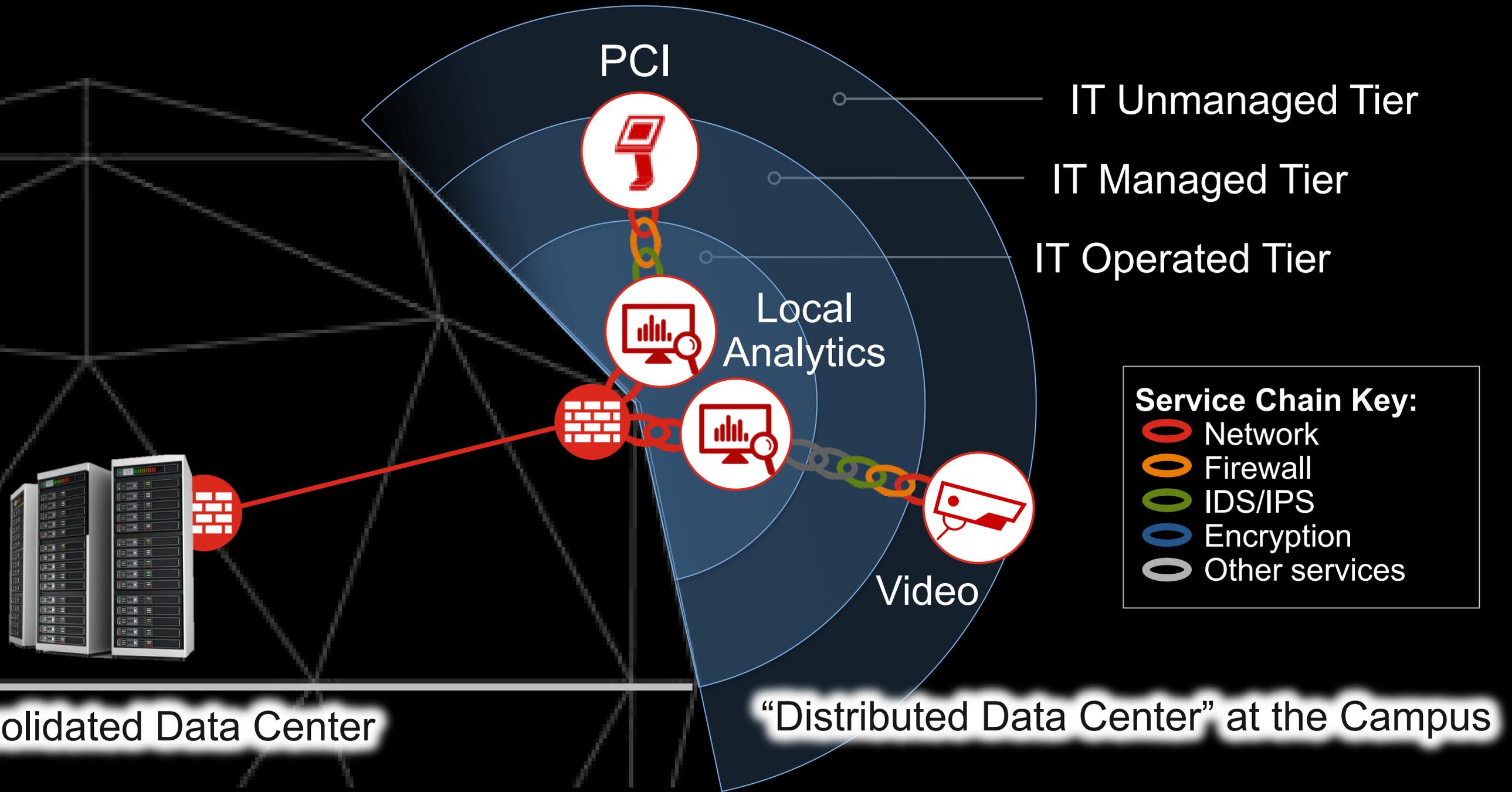
Customized Rich User
 Experience
 Software Defined
 Communications
 Platform
 A Network for everything
 • Integrate any
 • Connectivity of
 technology
 People, Processes
 and Things

Open Architecture
 • Deliver
 • Connect any device securely
 communications
 enabled Business
 Ompriocess Client

Inherently Secure
 • Agile Application
 • Ethernet based not IP
 • Deal with virtual
 • Continuous
 • Continuous Delivery



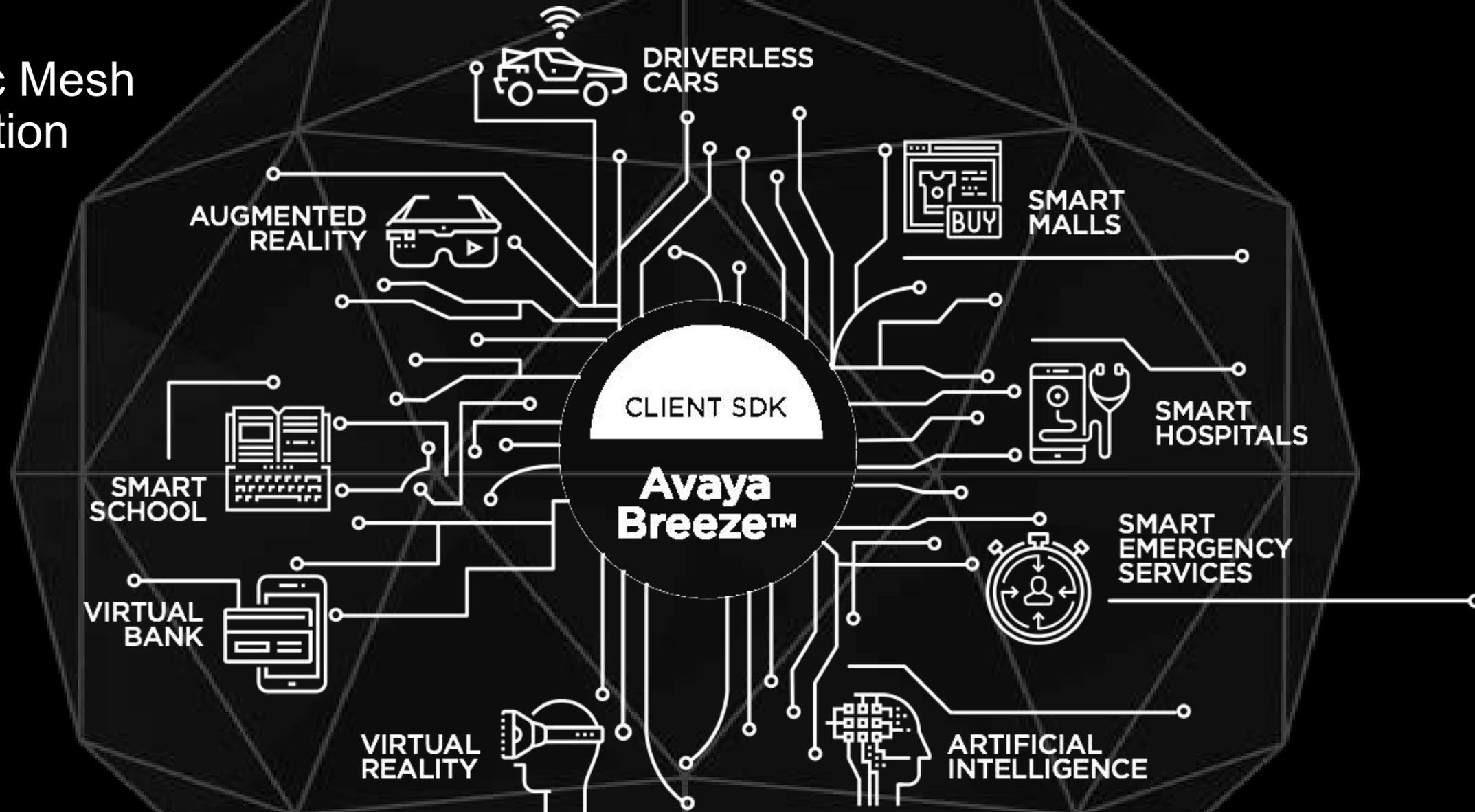
SERVICE CHAINING IN THE EVERYWHERE ENTERPRISE



The power of Avaya's Platforms

To enable the next Generation Customer experiences, you must digitally disrupt the product and the process

A Fabric Mesh Foundation



HOSPITALITY EXPERIENCE – VIRTUAL REALITY

The screenshot displays a web browser window with the URL `breeze1-198.collaboratory.avaya.com/services/UAC/workspaces/#/home`. The browser tabs include 'Avaya Oceana™' and 'Dev'. The Avaya interface features a top navigation bar with a search bar, a user profile for 'Victor Rogers', and a 'VR_Sales' chat window showing a call with number '35387123456' and duration '04:20'. The main content area is titled 'VR_MONITOR' and shows a status panel with 'Latency: 638 ms' and 'Sync: -329 ms', and a message 'Client samsung SM-G900T connected.'. A sidebar on the left contains navigation icons. The central part of the interface is a video player showing a virtual restaurant interior with a red patterned carpet, tables, and a curved ceiling. A green circle highlights a specific area in the virtual scene. Below the video player is an 'OPEN AS SEPERATE WINDOW' button. The bottom of the interface features the Avaya logo, a status bar with 'Agent ID: 2209' and 'Station ID: 2109', and a 'READY' indicator.

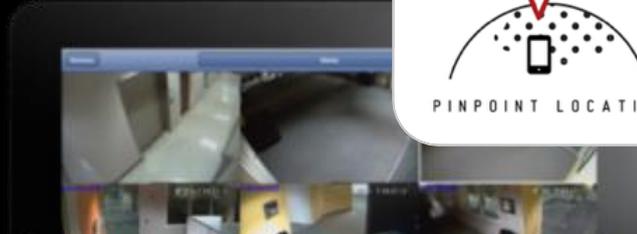
SMART SOLUTIONS

SMART PUBLIC SAFETY – eCALL



Beyond enhancing communications, enable:

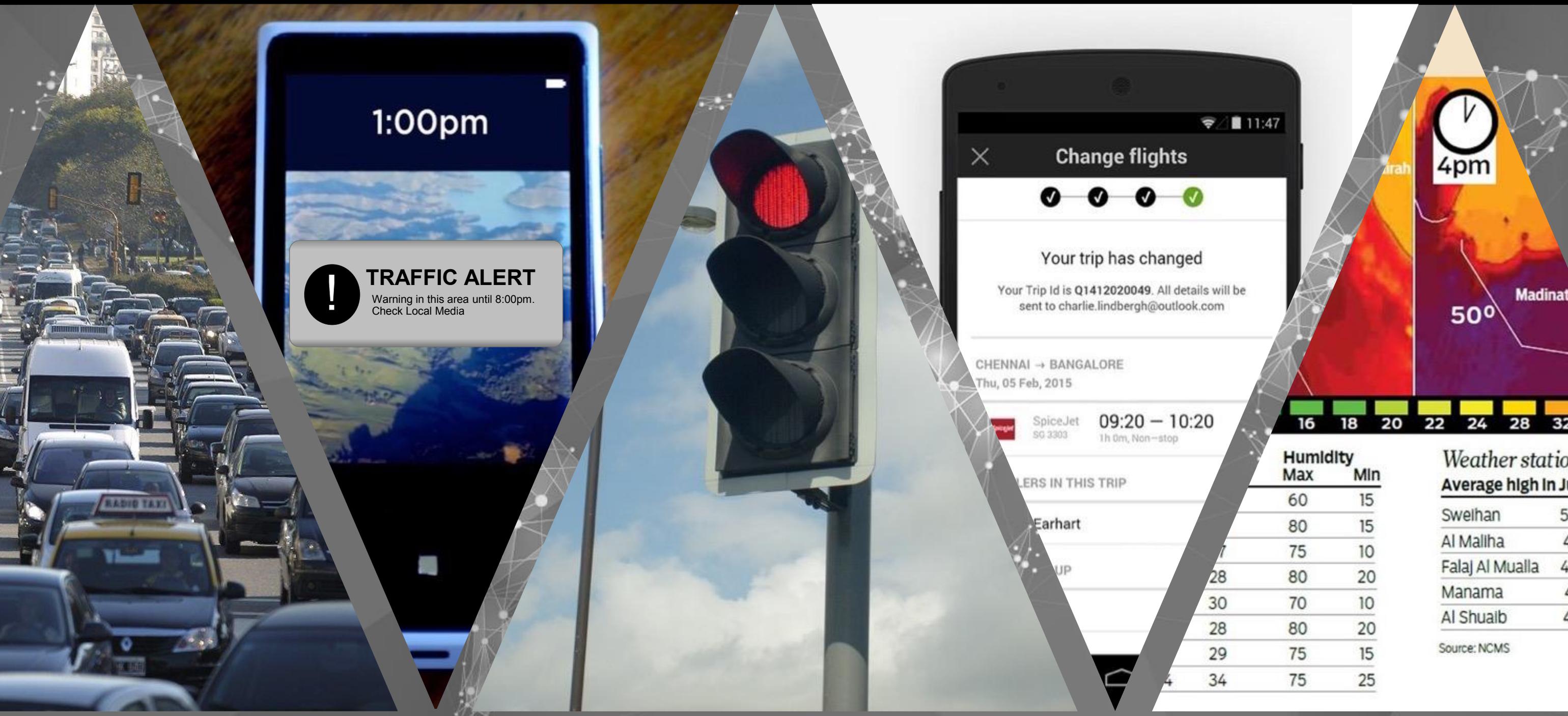
Emergency Services (999)



SEARCHING

 Unable to determine address

Indian Angel Solution



! TRAFFIC ALERT
Warning in this area until 8:00pm.
Check Local Media

Change flights

✓ ✓ ✓ ✓

Your trip has changed
Your Trip Id is Q1412020049. All details will be sent to charlie.lindbergh@outlook.com

CHENNAI → BANGALORE
Thu, 05 Feb, 2015

SpiceJet SG 3303 09:20 – 10:20
1h 0m, Non-stop

TRAVELERS IN THIS TRIP

Name	Age	Humidity Max	Humidity Min	
Earhart	7	80	15	
UP	28	80	20	
	30	70	10	
	28	80	20	
	29	75	15	
	4	34	75	25

4pm

50° Madinat

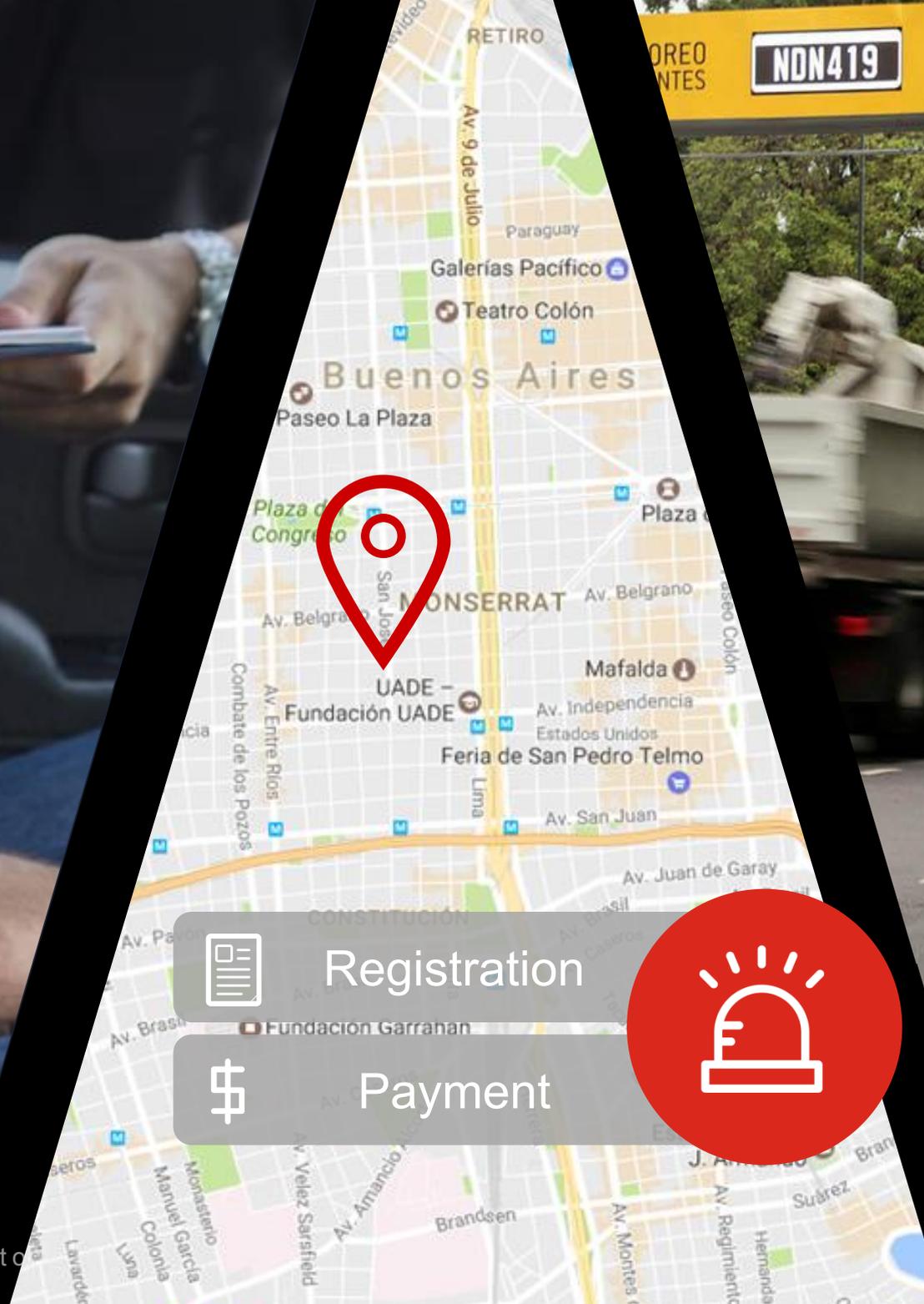
Humidity	Max	Min
16	18	20
22	24	28
32		

Weather station
Average high in J

Sweihan	5
Al Mallha	4
Falaj Al Mualla	4
Manama	4
Al Shualb	4

Source: NCMS

BEFORE



-  Registration
-  Payment



AFTER

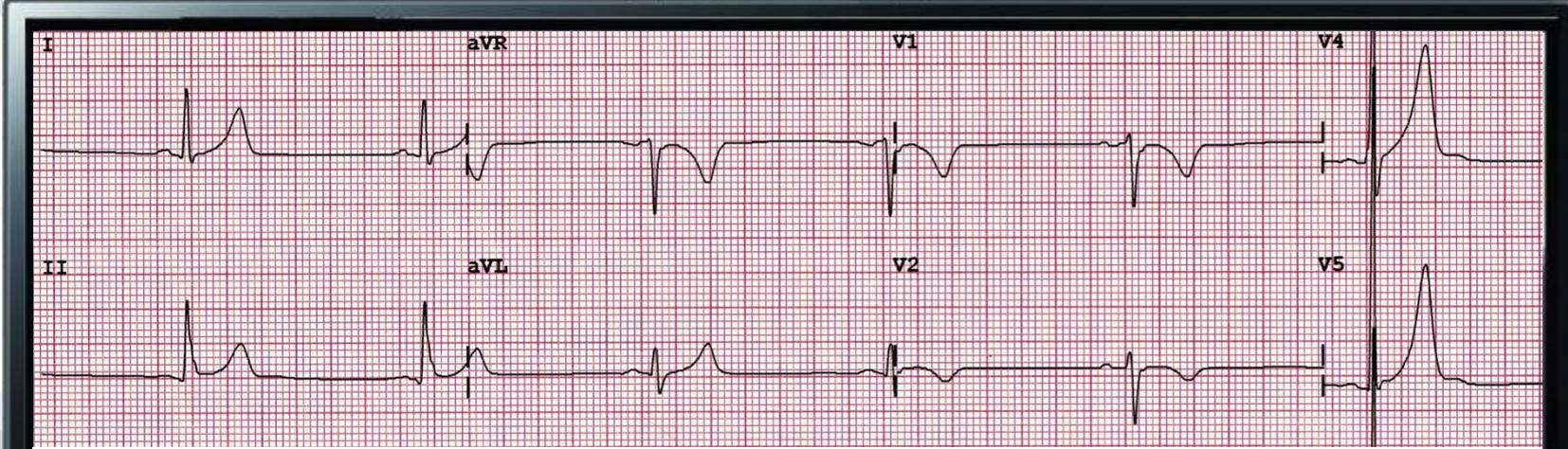


Registration



Payment

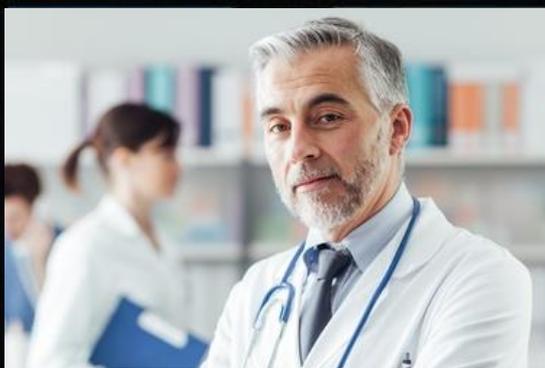




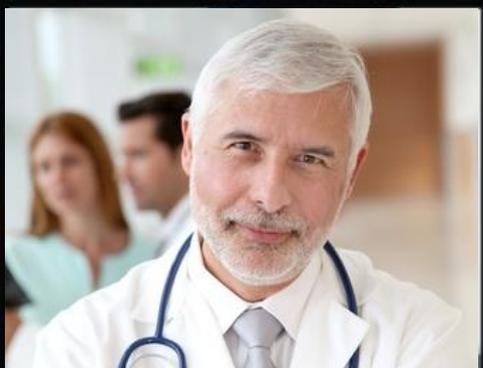
Results #25673



ER Dr. Reyes



Chest Specialist Dr. Davis

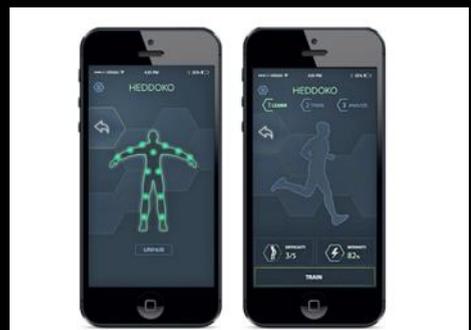


Cardiologist Dr. Weber



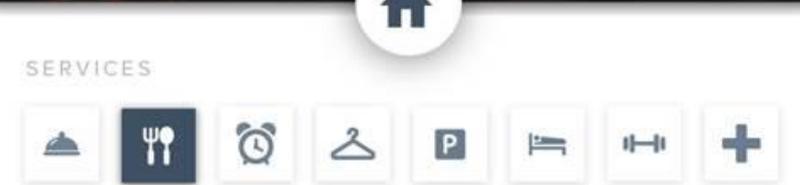
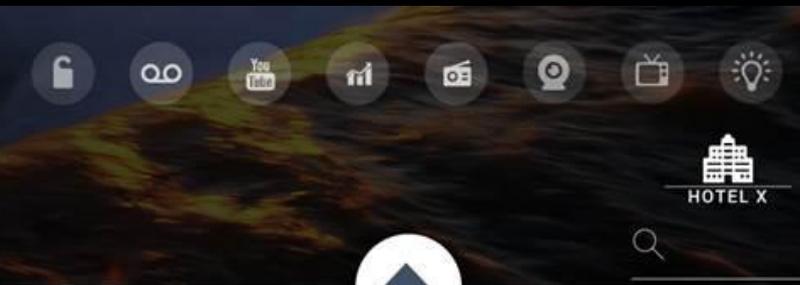
SMART SOLUTIONS

SMART HEALTHCARE – REMOTE MONITORING



SMART SOLUTIONS

SMART HOSPITALITY / TOURISM



Breakfast
7 - 10 am

American breakfast
Bacon, Sausage & 2 Eggs

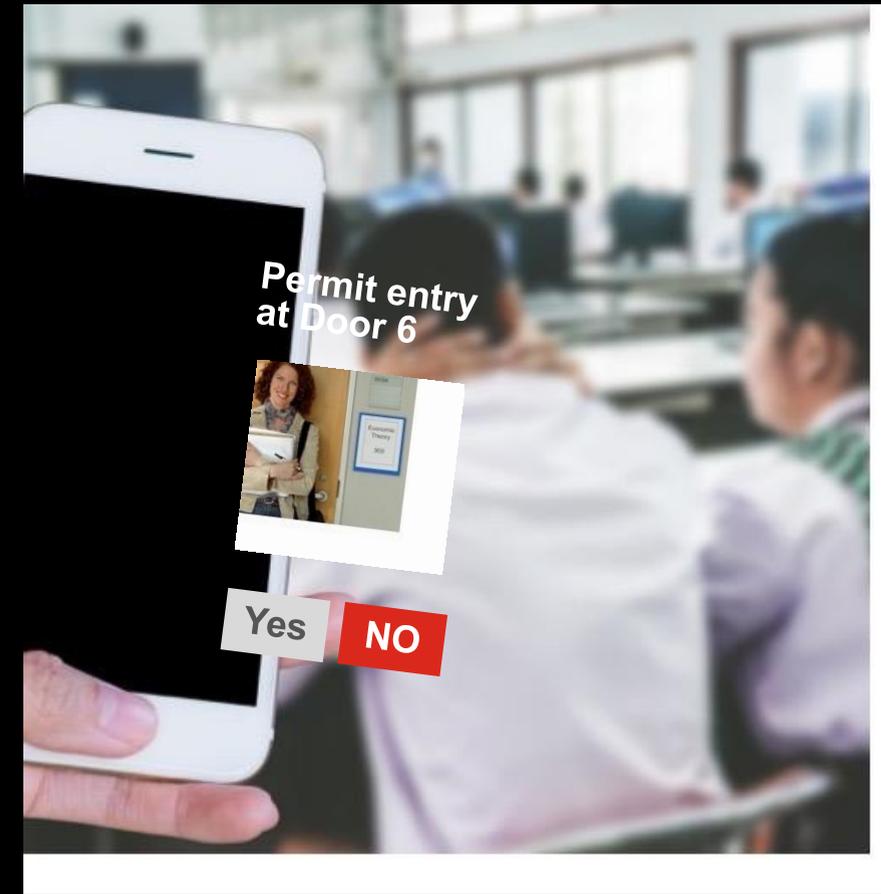
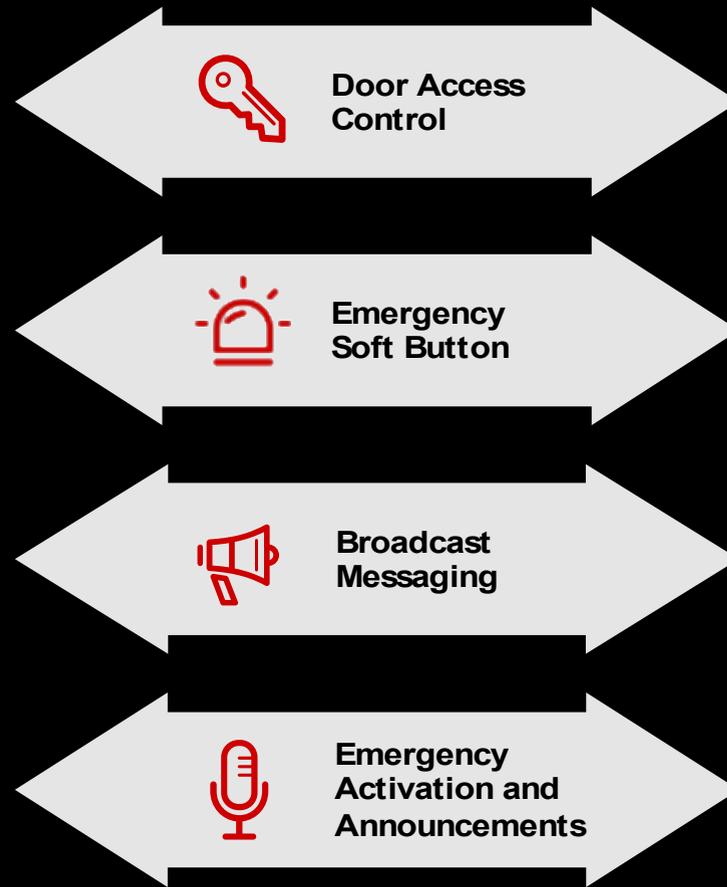
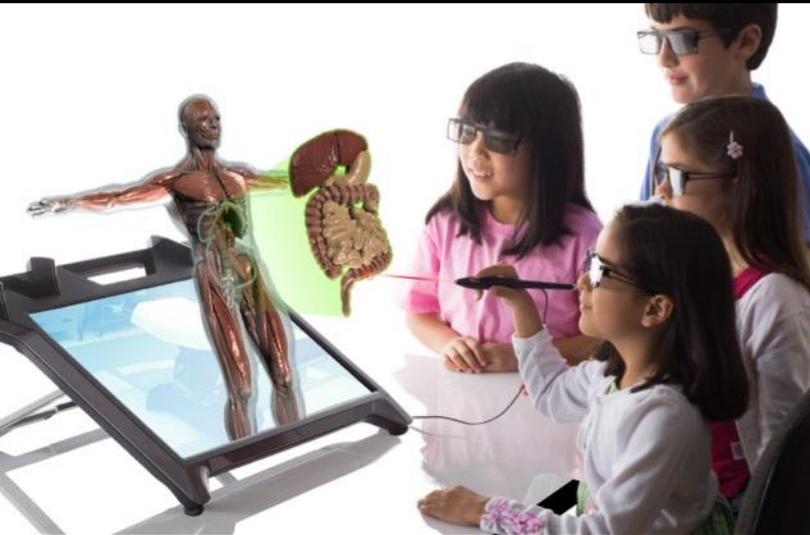
Buttermilk Pancakes
with Fruit Toppings

etary. Use pursuant to your signed agreement or Avaya Policy



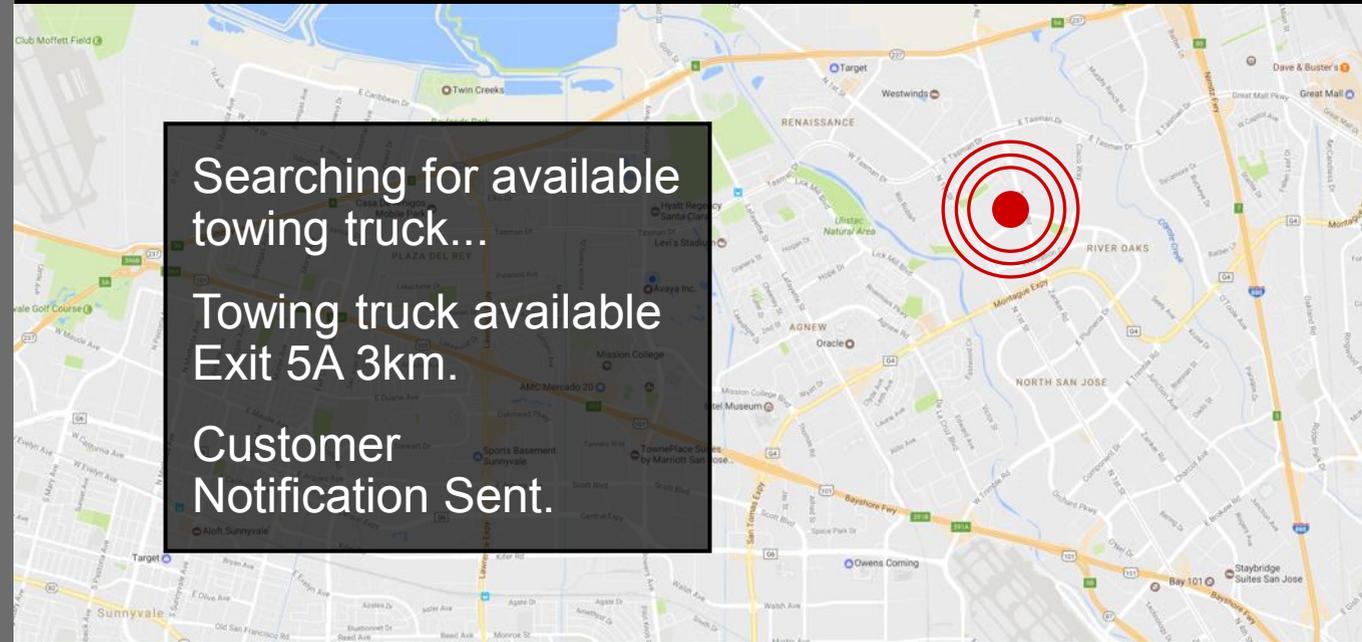
SMART SOLUTIONS

SMART EDUCATION – SAFER & SMARTER





AVAYA
breeze™



Searching for available towing truck...

Towing truck available
Exit 5A 3km.

Customer
Notification Sent.

Car Service Required: Low Pressure Tire Alert !

Loading Car Profile...



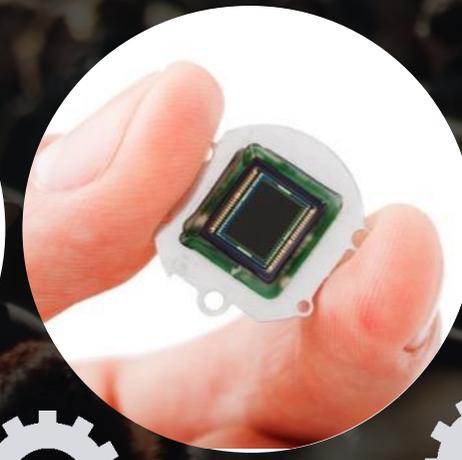
Car ID: 9346013
Model: 2017
Owner: Jean Turgeon
Phone Number: 804 7616782

Location: Great America Pkwy, Santa Clara



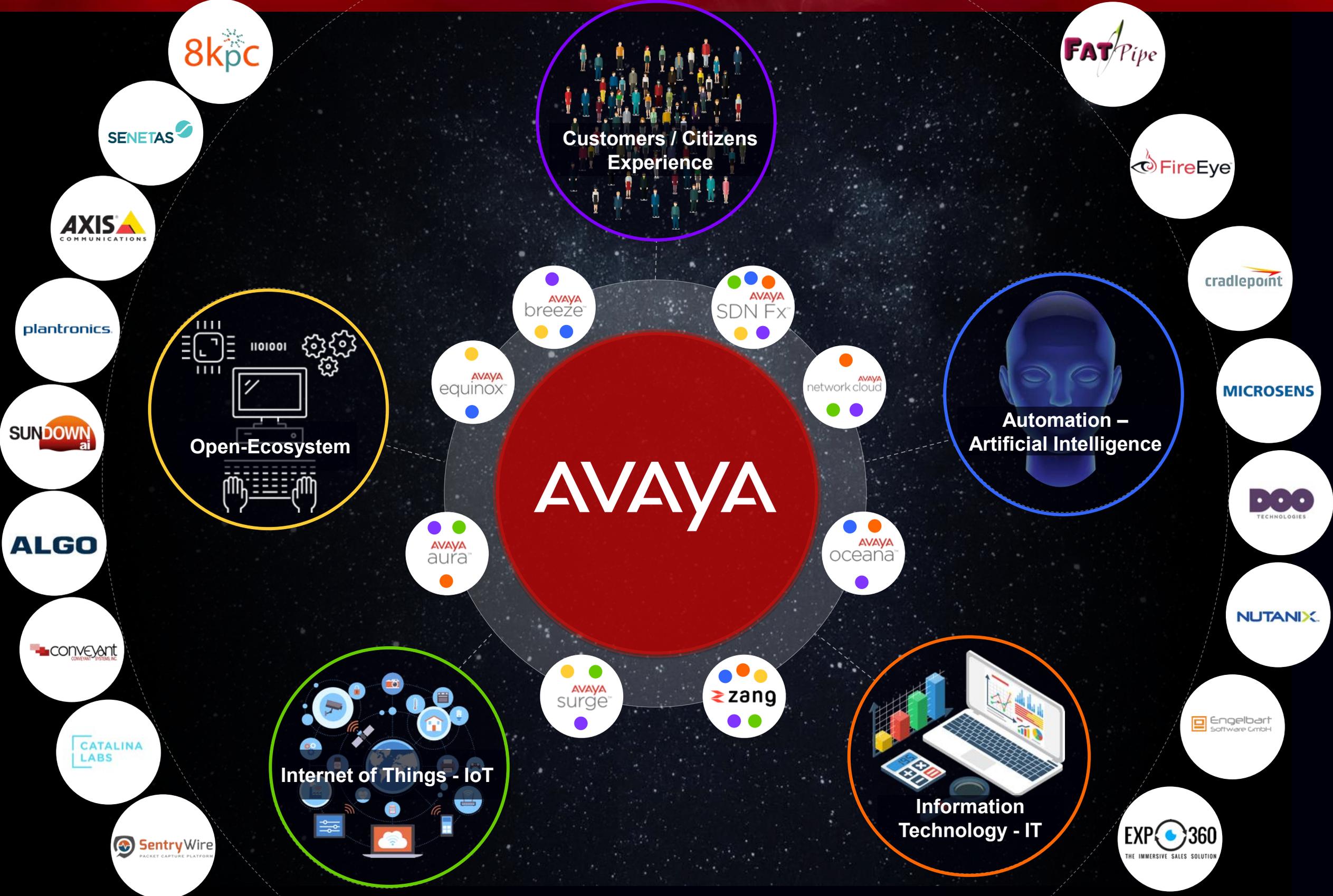


**Please take
me to:
Great America
Pkwy, Santa
Clara, CA
95054**



GRAMERCY

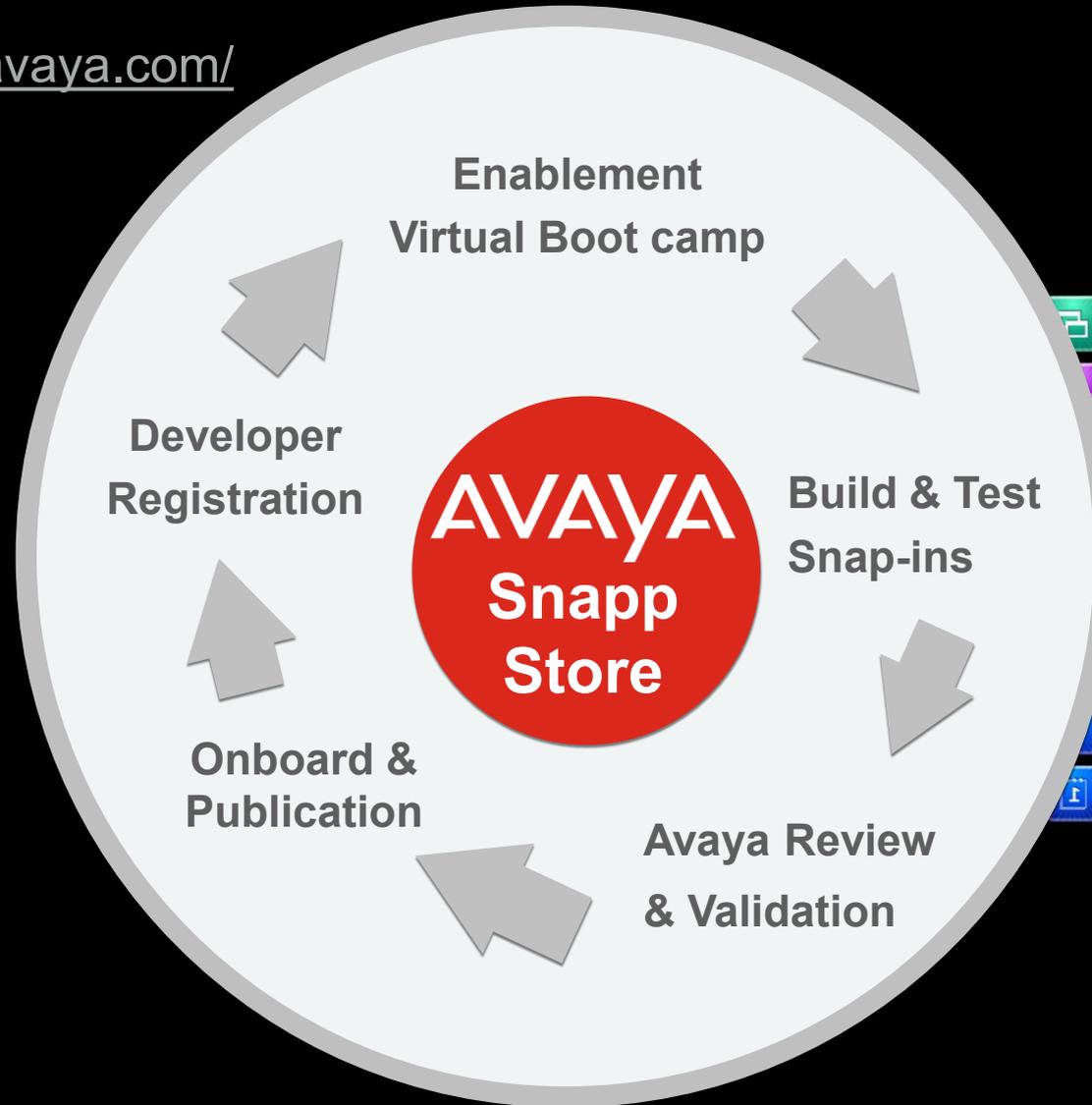




DEVELOPER COMMUNITY EASY TO CREATE – TRY – SELL

AVAYA
snapp store

<https://snappstore.avaya.com/>



AVAYA