

# EXPERIENCE AVAYA

POLAND



#ExperienceAvaya

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## THE NEW AVAYA JAVIER VELASCO

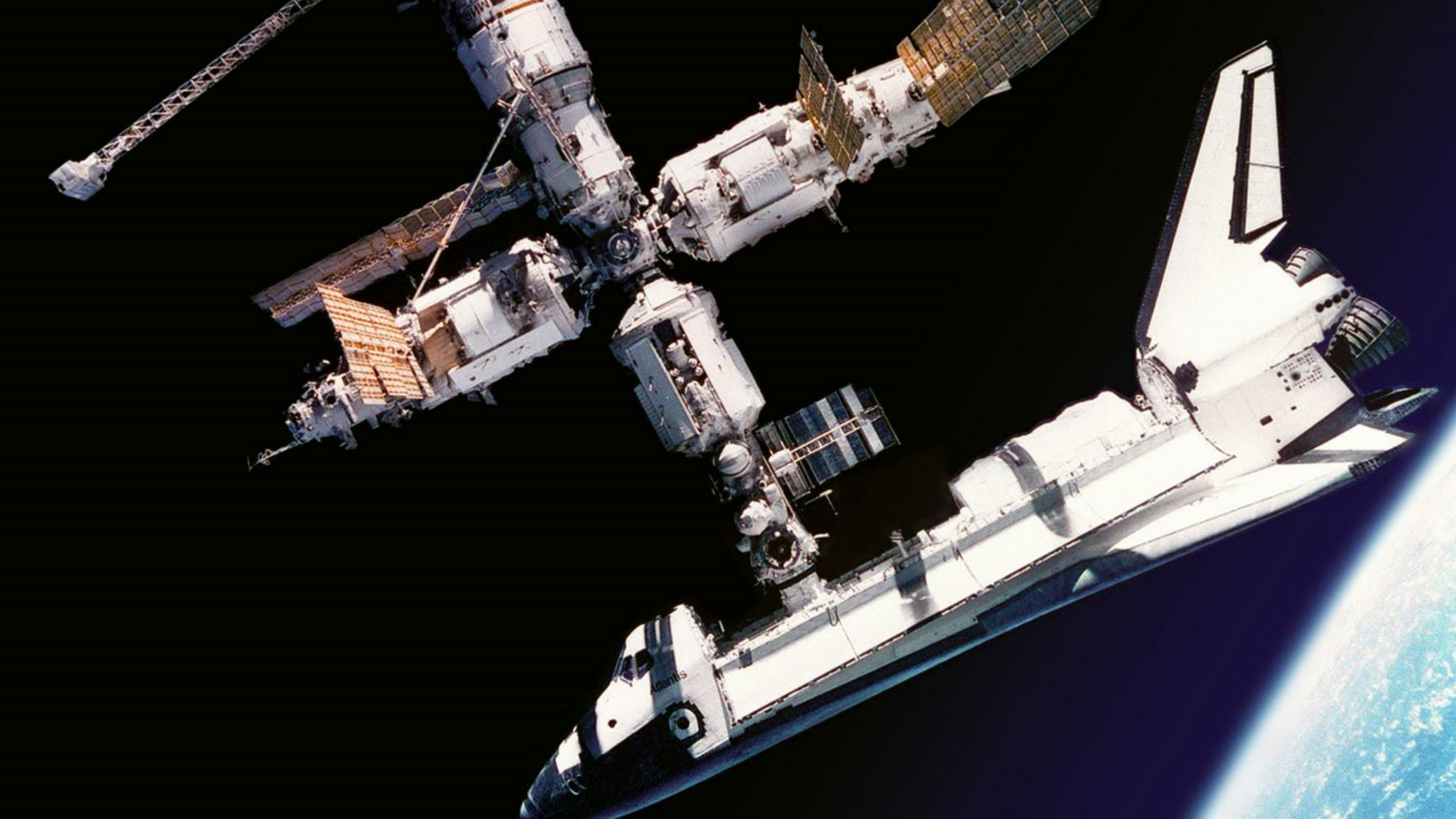
General Manager Spain, Poland, Portugal, Czech  
Republic and Slovakia











# THE COLLABORATION FORMULA=SHARE+COMMUNICATE





# AVAYA IN 3 WORDS

# 1

**Credible**

- ▶ Returned to Leader position in CC and UC Gartner Magic Quadrants
- ▶ Cloud solutions with 150,000 seats
- ▶ 90 of Fortune 100
- ▶ Listed in NYSE => Transparency

# 2

**Predictable**

- ▶ Met or beat guidance every quarter since going public
- ▶ Maintained best-in-class business model

# 3

**Consistent**

- ▶ Revenue stability for 6 straight quarters
- ▶ 2 consecutive quarters of year-over-year revenue growth
- ▶ Continued roadmap delivery

# MARKET LEADER, SCALE AND GLOBAL REACH



**139 million**

Unified Communications Lines

**5.5 million**

Contact Center Users

- ✓ 130,000 customers in 140 countries
- ✓ 90% of the Fortune 100

**Largest Installed Base With 11% Of Revenue From Cloud**



**~55% revenue**

Generated from channel

Representative Partners



**4,700 Partners Globally**

**Strong Channel Partner Network**

## Customer Momentum

- ✓ >5,000 new customers signed in FY2018
- ✓ Competitive wins
- ✓ Growth in cloud

## Channel Momentum

- ✓ >1,000 new partners signed in FY2018
- ✓ Launched Avaya Master Agent program to expand SMB and MM Cloud distribution capabilities

# TECHNOLOGY LEADERSHIP

**Gartner Leader  
across UC and CC**

Current	New	Emerging
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- ▶ \$200M+ of annual R&D spend to extend leadership in high growth segments
- ▶ Functional mid-market UC (IP Office)
- ▶ Complete enterprise class UC and CC solutions with flexibility, reliability, and security

- Versatility of cloud model: public, private, hybrid at scale and international
- Introduced Equinox Cloud, Master Agents, IPO Cloud and Enterprise CC Cloud

- Global innovation incubator launched to drive disruptive innovation and generate new revenue streams
- Multi-tenant cloud for mid-market to enterprise and is differentiated for BPOs
- A.I. offerings that are implemented and generating revenue
  - A.I. driven smart routing (Afiniti, real time decisioning), A.I. chat automation (Avaya AVA), A.I. speech transcription (ACI, in launch),

Unified Communications



Contact Center





FUTURE AHEAD

# CONTACT CENTER DIRECTIONS



## ARTIFICIAL INTELLIGENCE

Infuse **AI** to drive superior experiences and outcomes

**Simplify administration and operations**

Enable **vertical specific workflows** and team collaboration

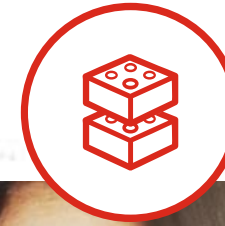


## CLOUD

**Unparalleled elasticity & scale**

**Hybrid architectures and cloud platforms**

Robust and Resilient



## LAYERED INNOVATION

**New innovation** with deployment flexibility

**Bridge to tomorrow**, without fork-lift changes

**Evolve** your existing investments

Rich API's & SDK's

# CONTACT CENTER PRODUCT ROADMAP

- Bridges from largest CC installed base to Oceana
- Differentiated thin client Workspaces: custom widgets
- Open Analytics and Oceana
- Scale and richness of features
- Reliability / security / flexibility
- Fit-for-purpose, frictionless Cloud offering



	FY18	FY19	FY20
Cloud, AI, Digital	Spoken Cloud Integration	Containerized Oceana, Layered Innovation	Agent-Expert Solutions
	Workspaces for Elite	Contact Center as a Service (CCaaS)	Advanced AI
	Avaya WFO with Speech Analytics	Installed Base Transition (Digital Features, Tools)	Next-gen Digital (Converged Contact Center and UC&C)
	Afiniti AI on Elite	Afiniti AI integration	
		Unified Workspaces and Analytics	
		Vertical Solutions	

Voice

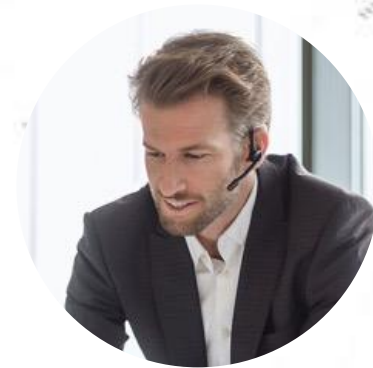
# AGENT ASSISTANCE

## With Avaya Conversational Intelligence

CUSTOMER EXPERIENCE



Live conversation



Live transcription  
& live call recording

Summarization

Sentiment



salesforce

AUTOMATED DATA ENTRY

# AVAYA MOBILE EXPERIENCE: PLATFORM FOR DISRUPTIVE MOBILE SERVICES

Mobile access to contact centers made cheaper and more productive

Deflection of calls to web / messaging / mobile apps

APIs to other apps

Limitless options for high value add services down the road



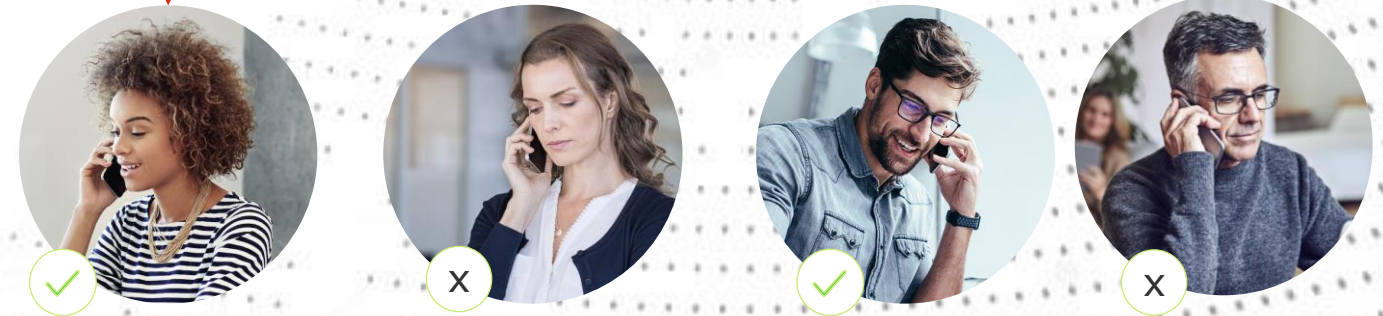
# SMART ROUTING

## Avaya and Afiniti: Pairing and Machine Learning



**Behavioral Pairing**

**Data-driven, from internal and external sources**  
**Value- and Outcome-oriented**



# THIS IS AVAYA

## Digital Customer Journey



# BREADTH OF OUR PORTFOLIO

Phones | Conferencing & Video | Open SIP

Contact Center  
Applications

Unified  
Communications  
Applications

Application  
Integration

Communication Services

Avaya Communications Cloud

Artificial Intelligence | Analytics | CPaaS

Consulting | Custom Development | Design & Delivery | Migration | Training

Public Cloud

Private Cloud

Managed Private Cloud

# RICH HISTORY OF INNOVATION AND CUSTOMER SUCCESS



## **BOSCH**

Avaya private cloud for 160,000 employees, reduced TCO of comms services by 20%



## **Alorica**

One of the Largest BPO providers, 40,000 seat CCaaS deployment, effective migration to cloud



## **Growth in Cloud**

3 million UCaaS and CCaaS seats powered by Avaya today

95% FORTUNE 500 COMPANIES

#1 GLOBAL CONTACT CENTER MARKET SHARE

17X LEADER IN GARTNER MAGIC QUADRANT for UC & CC

GLOBAL EXPERIENCE

BREADTH OF PORTFOLIO

OPEN ECOSYSTEM

INNOVATION

# THIS IS AVAYA TODAY

An Open and Extensible core



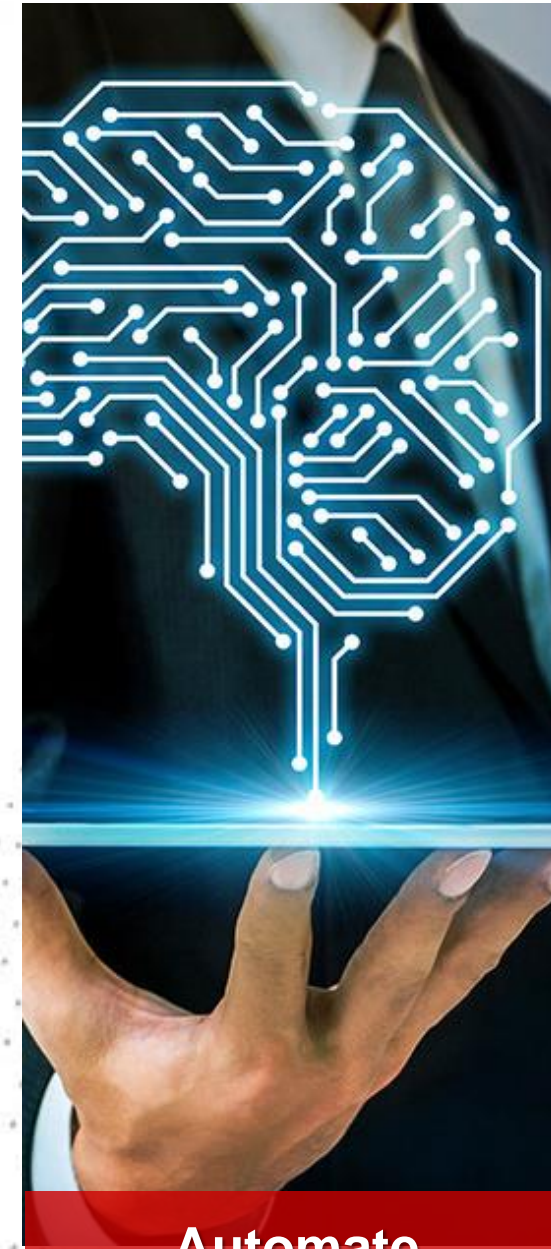
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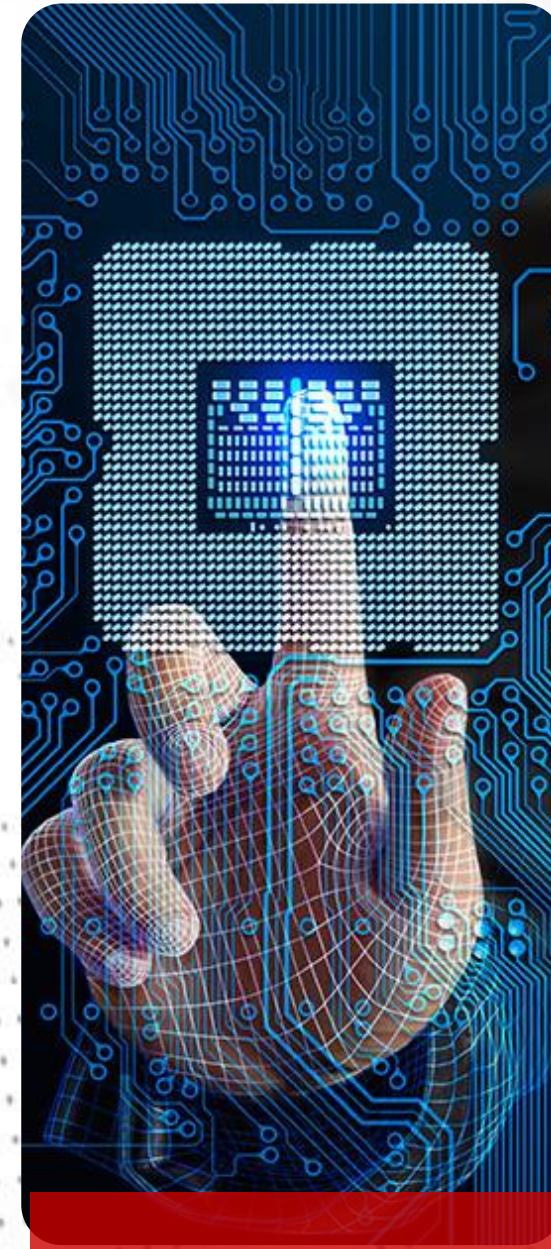
Add softclients, mobility, collaboration



Add cloud team spaces for collaboration as needed



Automate communication, workflows or compliance rules



Integrate your communication core

# Dziękuję i do zobaczenia



AVAYA