



Migrating to New Technology for Customers in Government

Avaya Government Solutions provides reliable, resilient and secure communications for federal, state and local government.

Transforming Communications for Government and Public Safety with Loyalty2gether

Government agencies are under pressure to enhance service delivery, security and efficiency, while reducing cost and complexity. But many depend on a jumble of legacy voice, messaging, and contact center applications that are difficult and costly to maintain. Ad-hoc upgrades and patches often result in incompatibility and configuration errors.

Communication solutions must serve a workforce that is distributed and mobile. Personnel interact with citizens on multiple channels and devices, while working from office, branch, field and telework locations.

Managing communications in this context can be perilous - a balancing act, with digital disaster at each wrong turn. Organizations are realizing it's cheaper and easier to upgrade and consolidate applications into modern, streamlined and well-integrated solutions.

Avaya offers powerful new communication technologies that transform operations, including cloud-based IT infrastructure elements that meet the demands of many federal programs and regional initiatives. Avaya solutions facilitate intelligent design and rapid deployment of integrated, next-generation solutions that solve problems for public sector agencies.

Loyalty2gether allows customers to increase their business value and move faster while minimizing migration disruption along with unprecedented incentives to move to the latest technology whether on your premise or in the cloud.

Digital transformation rewrites communication rules, and the greatest potential benefits are in E911.

Avaya IX™ Contact Center solutions provide fast, convenient, and automated paths to the benefits of cloud communications.

Avaya currently has very attractive promotions to support migration from legacy systems such as the CS1000 to current technology, be sure to ask your Avaya account manager or business partner or visit [Avaya.com/Upgrade](https://www.avaya.com/Upgrade)

All the Power, No Hassles

Make it easy. Move it to the cloud.

Government agencies can reduce telecommunication costs and enhance operational efficiency while meeting demands for better performance, security, and flexibility.

With Avaya OneCloud, you can hit the ground running with communication solutions delivered on your own private cloud. Avaya offers standard reference architectures, or you can team up with our experts to design a custom solution.

Avaya OneCloud - Secure is designed for organizations with tight security needs and meets FISMA and FedRAMP Moderate requirements.

In Case of Emergency...

With Enhanced 911 services, the public wins.

Public service is adding text and video capabilities to enhance the flow of information and facilitate better outcomes with emergency personnel. Integrated text capabilities are particularly valuable for the hearing impaired.

Location-aware technologies complete the picture, providing E911 operators with additional information on calls originating from mobile phones and private networks, to aid dispatch of emergency personnel.

Make Customer Service Hum

Integrate technology and management practices.

Avaya IX™ Services helps protect agency voice and data infrastructures with a multi-layered security approach. Avaya helps organizations with intrusion detection and prevention capabilities while delivering voice, video, messaging, and collaboration.

Avaya IX Services mitigates risks, reduces costs, and optimizes performance for all branches of government.

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.

