Avaya OneCloud™

Prepare for New Realities with Avaya OneCloud™ Subscription

Avaya OneCloud™ Subscription removes the barriers to getting and staying current with your communications software and devices

In the recent pandemic outbreak, some businesses were more prepared than others. Companies that kept their software and devices current with Avaya OneCloud™ Subscription were more prepared to enable their employees and customer service teams to work from home.

Avaya OneCloud™ Subscription removes the barriers to getting and staying current with your communications software and devices. It enables your teams to achieve more and ensures that your business is fully prepared to handle the challenges of today and to take advantage of the opportunities of tomorrow.

What is Avaya OneCloud™ Subscription?

Avaya OneCloud™ Subscription is a new way for businesses to consume Avaya communications software and devices. There are now three ways: Perpetual License, Cloud, and Subscription License. With perpetual license you are able to purchase the latest software release and the latest devices but doing so requires an up front payment and the negotiation of separate support contracts. Another option is to move to the simplicity of cloud – which enables you to access modern experiences with a Software as a Service model that includes support and also includes Avaya management and delivery of the software.

Avaya OneCloud™ Subscription gives you some of the best attributes of both of these options – with low monthly or annual payments that include rights to the latest software and that includes Avaya's best support plans, but enables you to maintain your communications software on your premises and maintain management control. This may be important if you have custom applications or need to control the upgrade cycle.

Team Collaboration will be transformed with Avaya Spaces which is included in every subscription Employee Experience package.

Here's how it works: You subscribe to use Avaya Unified Communications and/or Contact Center software packages and devices. You can choose from three Unified Communications packages based on the types of capabilities you need for your workforce. You then select monthly or annual payments and either a 1, 3 or 5 year contract – knowing that you will have the flexibility to stretch your usage to 20% above the committed number at no extra fee for the duration of the contract.

Achieve More with Avaya OneCloud™ Subscription

When you modernize your communications with Avaya OneCloud™ Subscription, you will increase employee productivity, maximize the potential of team collaboration, and drive higher levels of customer satisfaction.

Employee productivity will be significantly boosted with Avaya Workplace – providing a mobile-first single communications experience across your device of choice from anywhere you are working. Easy contextual controls give you one touch... to anything you need to do! This productivity is extended by upgrading your desktop, conference room and huddle room experiences with Avaya's latest devices.

The Avaya Aura Desktop Productivity Tool Chest is engineered to work with the latest Avaya devices to deliver critical security enhancements and user experience enhancements such as LED feature indicators, extensive desktop set user personalization, context-sensitive soft keys, AcousticEdge™ Support when using Avaya Headsets, "no touch" installation and device enrollment, Microsoft Outlook calendar Integration, pairing with UC applications for audio, and many more. These devices can be included in your low subscription monthly payment.

Team collaboration will be transformed with Avaya Spaces™ which is included in every Avaya OneCloud™ Subscription Employee Experience package. Avaya Spaces is a cloud-based team collaboration tool that is loaded with capabilities, including voice and video meetings, integrated team chat, and the ability to save meeting information in designated spaces—and it also delivers the enterprise-class security that your teams expect.

Your ability to serve your customers will also be unleashed with the Customer Experience Package that includes solid foundational capabilities and exclusive customer service agent tools, as well as access to the vast Avaya Customer Experience ecosystem of technology partners.

Be Prepared for Today's Challenges and Future Opportunities

In addition to keeping your employees and customers connected and engaged, Avaya OneCloud™ Subscription also keeps your business connected by protecting you against harmful security breaches and enabling you to move away from unsupported software – both of which can result in costly network downtime if not addressed. It also will enable more work location flexibility which, as we have seen with the recent pandemic, is extremely important when disasters strike.

End of Manufacturer Support software users do not have access to any updates, including security updates.

If you are not on Avaya's latest software releases and are not using Avaya's latest devices, there are many critical security risks you are taking across risk areas such as privacy intrusion and malicious software injection. The latest software and devices address these risks with hardened security features such as improved certificate management, full public key validation, multi-factor authentication and end user encryption indicator.

But one of the biggest risks with not having your software and devices current is that using outdated software will eventually lead to unexpected business disruption. End of Manufacturer Support software users do not have access to any updates, including security updates. In many cases, the most expeditious path to resolve software issues will be an unplanned emergency upgrade to a supported release. This could result in significant, unbudgeted expenses and potential loss of productivity and revenue — and loss of customers!

Modernizing will give you peace of mind that your employees and business will stay safe and will also enable your workforce – including your employees and your customer service teams – to remain productive when working remotely. Enabling your workforce to work at home can also have many additional benefits, such increasing your "talent pool", reducing "time zones" as a global business consideration, and enabling powerful employee trust building.

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 OneCloud™ Subscription will Help You Control Costs

In addition to helping you achieve more and ensuring that your business is prepared for whatever you may face, Avaya OneCloud™ Subscription reduces the cost of getting and staying current with your software and devices, reduces your overall cost of ownership, and increases your predictability and agility.

New "Same Time" device discounts and packaged upgrade solutions make upgrading with Avaya OneCloud™ Subscription a very attractive path forward. When purchasing devices at the same time as your subscription contract, you will receive exclusive pricing discounts – either with Avaya Device as a Service, or with the Avaya Device Flex Purchase Plan. Packaged upgrade solutions provide significant discounts on hardware and services required for your upgrade, as well as upgrade services. In addition, there is no termination penalty for existing contracts when converting them to an Avaya OneCloud™ Subscription contract.

Avaya OneCloud™ Subscription reduces your total cost of ownership by requiring less servers, enabling you to get more for less, and by protecting your existing communications investment. New software efficiencies require less servers and completely eliminate some servers of the past, and optimize your overall hardware footprint. This means less hardware to purchase and maintain. You will get more for less with Avaya OneCloud™ Subscription since it is an all-in-one solution that includes software, support and upgrades, and it includes software packages that reduces complexity and often gives you more capabilities than you would be able to get by purchasing just a la carte. You can stretch your package usage to 20% beyond your committed number of users or agents and Avaya Spaces is also included at no extra charge. And when you trade in your perpetual license as part of moving to subscription, Avaya's Investment Protection Program give you as much as 40% off your monthly price.

Avaya OneCloud™ Subscription streamlines your cash flow by replacing large one-time capital outlays associated with perpetual licensing with smaller, more predictable, and cancellable payments. Studies indicate this is one of the key reasons that many businesses are moving their technology purchases to a subscription model today. Rate Card pricing is available for both Employee Experience and Customer Experience packages, and package similarities mean that it will be much easier for your business to move to Avaya's cloud offerings in the future.

Summary

For large Enterprise customers that prefer to keep their communications infrastructure on their premises, Avaya OneCloud™ Subscription is the right solution at the right time. It will enable your business to achieve more, be better prepared for whatever may happen, and better control your costs. Contact your Avaya Representative today to position your business for the future with Avaya OneCloud™.

AVAYA | Experiences That Matter