

**Avaya** NC, Director - Cloud, DevOps and Enterprise Architecture

**What state are your headquarters located in:** NC

**Total annual spend for IT and cybersecurity development measures for your company:** don't know

**What state are you located in:** NC

**What country are you located in:**

**Industry Sector:** High Tech

**What are key products or services offered by your company?** Unified Communications, Contact Center, Call Recording, Speech Analytics, IVR, AI, ML, Analytics, SIP, Telecommunications, Phones

**How many people are employed by your company?** 5000-10,000 employees

**What is the current annual revenue for your organization?** \$1B-\$5B

**How many business locations do you maintain company hardware and equipment such as servers...?** 20+

**How many people are in your IT Department?** don't know

**How many people are on your IT security team?** less than 100?

**Number of Contact Center Seats:** 1000+

**What is your current Operating System?** Mixture

**Who is your current ERP vendor?** SAP, Oracle, SFDC

**Who is your Cloud Service Provider?** Hybrid

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**1) Do you have responsibility for Cybersecurity?** yes

**Do you plan to add or expand cybersecurity initiatives in the next 12 months?** yes

**Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind:** API Security, Cloud Security, Encryption, ZeroTrust, SIEM,

**Please summarize your top Cybersecurity challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule):** industry trends on cloud security for public cloud, private cloud and hybrid cloud.

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**2) Do you have responsibility for Cloud software solutions?** yes

**Do you plan to add or expand cloud solution initiatives in the next 12 months?** yes

**Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind:** ,Business Intelligence, Connect Cloud,

**Please summarize your top Cloud Solutions challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule):** strategy to manage an ecosystem of hybrid cloud - customer premise workloads, private cloud workloads, public cloud workloads in any of popular public cloud vendors

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**3) Do you have responsibility for Digital Solutions?:** yes

**Do you plan to add or expand digital responsibility initiatives in the next 12 months?:** yes

**Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind:** Artificial Intelligence Machine LearningDigital Customer Experience Optimization,Digital TransformationDigital Workforce,Robotic Process Automation (RPA),

**Please summarize your top Digital Solutions challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule):** what is the next evolution in digital transformation in the context of contact centers? what is required for readiness by product companies and customers.

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**4) Do you have responsibility for Data Management?** no

**Do you plan to add or expand data management initiatives in the next 12 months?** no

**Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind:** nan

**Please summarize your top Data Management challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule):** 0

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**5) Do you have responsibility for Software/Application Development and Management?** yes

**Do you plan to add or expand software / application development initiatives in the next 12 months?** yes

**Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind:** APIs,Application Architecture,Application Integration,Application Lifecycle ManagementCloud,DevOps,

**Please summarize your top Software/ Application Development challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule):** how to design modern applications that are cloud native? how to transition from monolithic applications to cloud native?

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**6) Do you have responsibility for Communication Systems?** yes

**Do you plan to add or expand communication system initiatives in the next 12 months?** yes

**Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind:** ,Contact Center Optimization,Enterprise Mobility Management,

**Please summarize your top Communication Systems challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule):** interested in understanding contact center optimization and mobility management trends in the industry

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**7) Do you have responsibility for Network Systems?** no

**Do you plan to add or expand network system initiatives in the next 12 months?** no

**Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind:** ,

**Please summarize your top Network Systems challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule):** 0

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**8) Do you have responsibility for Consulting / Outsourcing?** no

**Do you plan to add or expand consulting / outsourcing initiatives in the next 12 months?** no

**Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind:** ,

Please summarize your top Consulting/Outsourcing challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): 0

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9) Do you have responsibility for IT Leadership, Talent Management and Training? no

Do you plan to add or expand IT leadership, talent management, and training initiatives in the next 12 months? no

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: nan

Please summarize your top IT Leadership, Talent Management and Training challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): 0

