

**Government**

# About Avaya Government Solutions



## About Avaya Government Solutions

Avaya Government Solutions (AGS) provides reliable, resilient, and secure communications for Federal, state, and local governments. Regardless of the mission, Avaya delivers an integrated and proven portfolio of technology to enable efficient and flexible team and customer collaboration and advanced software-defined networking. To ensure success, AGS provides experienced professional services to implement the optimal solutions for the most complex public sector enterprises. Let AGS expertise complement yours, from cloud computing, to cybersecurity, mobility, health IT, and more.

For information on how Avaya can help meet your agency objectives for seamless team engagement, consistent customer experiences, and simplified, secure networking, visit [www.avaya.com/government](http://www.avaya.com/government)

### Team Engagement Solutions

As a global leader in team engagement solutions based on Unified Communications (UC) and collaboration technologies, Avaya's Team Engagement Solutions quickly and seamlessly bring together the right people at the right time with the right information to meet program and business objectives. Avaya Team Engagement Solutions enable public sector professionals to focus on missions instead of the mechanics that enable them.

Today's government workforce is increasingly distributed and mobile, and agency officials must interact with people and information through multiple channels and devices. Employees need to work with colleagues at headquarters, branch offices, and field and telework locations, as well as with industry partners, other agencies, and constituents.

## How to Engage with Avaya Government Solutions

### Contact the Government Solutions Team:

703-539-4570 and  
1-800-492-6769  
avayagov@avaya.com

### Avaya Federal GSA Schedule

**Contract Number:**  
70GS-35F0156V

### Avaya Federal Solutions Connections II

**Contract Number:**  
GS00Q12NSD0005

### Find a Certified Avaya Government Partner:

<http://www.avaya.com/usa/partner-locator/>

Integrated Team Engagement Solutions empower public sector professionals to communicate and collaborate using any modality, independent of location, network, or device. The solutions run on an enterprise-class platform that is open, reliable, highly scalable, and secure.

## Customer Engagement Solutions

Government agencies are in the business of customer service and Avaya helps transform their operations to ensure they provide trusted and consistent information, replacing complex legacy processes and “one-off” transactions. By using the latest technologies to understand each customer’s needs and preferences, Avaya has become a recognized authority in the design and deployment of omnichannel contact centers.

Avaya’s Customer Engagement Solutions support multi-channel interactions, intelligent routing, self-service and proactive communication to improve customer engagement and outcomes. In addition, extensive workforce optimization, analytics, and reporting capabilities provide agencies with the actionable insights they need to streamline operations, optimize resource allocation and consistently meet customer expectations.

## Avaya Services

Avaya Government Solutions offers a comprehensive and robust portfolio of digital transformation services to enable, support, manage and optimize successful implementation of team engagement, customer engagement and networking initiatives. Government customers complement their experience with Avaya’s services to mitigate risk, reduce total cost of ownership and optimize solution performance, tailored to specific mission requirements.

The Avaya global services network is backed by experts in 28 support centers worldwide, handling more than two million service requests annually. For Federal customers, Global Support Services is complemented by Avaya Local Advantage, which provides support from a designated team of U.S. citizens with current background investigations.

## Key Avaya Facts

- Avaya employs more than 10,000 people worldwide.
- Avaya has more than 5,000 patents and pending patent applications, including foreign counterparts, and is currently ranked No. 144 overall for U.S. patents granted in 2015.<sup>1</sup>
- Avaya has approximately 9,300 channel partners worldwide, including distributors, service providers, dealers, value-added resellers, system integrators and business partners that provide sales and service support.



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1. Intellectual Property Owners Association, 2015 Top 300 Patent Owners, June 2016;
2. Gartner Magic Quadrant for Corporate Telephony, Sorell Slaymaker and Steve Blood, October 2015;
3. Gartner Magic Quadrant for Unified Communications, Bern Elliot and Steve Blood, August 2015;
4. Gartner Magic Quadrant for Unified Communications for Midsize Enterprises, North America, Megan Marek Fernandez and Sorell Slaymaker, May 2015;
5. Gartner Magic Quadrant for Contact Center Infrastructure Worldwide, Drew Kraus et al., May 2015.
6. Dell'Oro Group, Enterprise Telephony Report, 4Q14, February, 2015;
7. Gartner, Inc., Market Share, Contact Centers Worldwide, 2014, March, 2015;
8. T3i Group, InfoTrack for Converged Applications, Full Year 2014, Messaging, May, 2015;
9. Dell'Oro Group, Enterprise Telephony Report, 4Q14, February, 2015;
10. Intellicom Analytics, Lifecycle Services Market Dashboard, 4Q14, May, 2015.

## Industry Recognition

Gartner places Avaya in the Leaders Quadrant based on its completeness of vision and ability to execute:

- Leaders Quadrant in Gartner Magic Quadrant for Corporate Telephony.<sup>2</sup>
- Leaders Quadrant in Gartner Magic Quadrant for Unified Communications.<sup>3</sup>
- Leaders Quadrant in Gartner Magic Quadrant for Unified Communications for Midsize Enterprise.<sup>4</sup>
- Leaders Quadrant in Gartner Magic Quadrant for Contact Center.<sup>5</sup>

Avaya is consistently recognized as a global leader by industry and technology experts and has achieved leadership positions including:

- Leaders in Worldwide Telephony Systems.<sup>6</sup>
- Leaders in Worldwide Contact Center.<sup>7</sup>
- Leaders in Worldwide Unified Messaging.<sup>8</sup>
- Leaders in SME Telephony.<sup>9</sup>
- Leaders in Worldwide Voice Maintenance Services.<sup>10</sup>

## 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](http://www.avaya.com).

