

Avaya at a Glance

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ABOUT AVAYA

Avaya is a global leader in business communications systems. The company provides unified communications, contact centers, data solutions and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit www.avaya.com.

Avaya's unique combination of communications applications, software and services helps companies simplify complex communications and integrate with technologies from other vendors, enabling customers to unlock value and potential from their network. By embedding communications into the operations of an enterprise, Avaya helps improve the way organizations work – making people more productive, processes more flexible and customers more satisfied.

Avaya focuses on these major businesses:

Unified Communications

Avaya's unified communications solutions help companies increase employee productivity, improve customer service and reduce costs by integrating multiple forms of communications, including telephony, e-mail, instant messaging and video all across multivendor networks. With Avaya unified communications, customers can communicate effectively regardless of location or device.

Avaya's open, standards-based UC software and hardware are widely recognized as the most reliable, secure and comprehensive offerings in the industry.

Contact Centers

Avaya is the global leader in the contact center market. Avaya offers highly reliable, scalable communications solutions that improve customer service and help companies compete more effectively.

Avaya's contact center solutions include intelligent routing, self-service and proactive contact applications that drive effective communications and transactions with customers. In addition, Avaya's analytics and reporting platform, Avaya IQ, provides companies with detailed customer information that improves profitability and customer retention.

Avaya Global Services

Avaya Global Services evaluates, designs, implements and manages enterprise communications networks for superior business results. Avaya's consulting and implementation services are backed by approximately 7,000 employees worldwide; 34 global delivery support centers; and unique, patented design and management tools.

Small & Medium Enterprise Communications

Avaya's Small and Medium Enterprise Communications unit is focused on enterprises with up to 250 employees. The company offers complete solutions that bring together telephony, messaging, networking, conferencing, and customer management designed for the requirements of small and medium enterprises. The products and services are sold primarily through Avaya's global channel partners.

Data Networking

Avaya's Data Networking portfolio offers the reliable, secure, end-to-end solutions needed to fully use real-time communications, delivering world-class performance and superior return on investment. Avaya's diverse data portfolio is committed to delivering innovative technology, energy-efficient hardware, and improving the effectiveness of business by creating a simpler and more effective network. Organizations should never be constrained by their networks, and Avaya's proven data solutions ensure the network is accepted and valued as a genuine real-time communications enabler.

KEY AVAYA FACTS

- Avaya employs approximately 19,000 people worldwide, including approximately 3,400 research and development professionals.
- Avaya has approximately 5,400 patents or patents pending, and about 9,200 channel partner worldwide.

INDUSTRY RECOGNITION

Avaya consistently is recognized as a global leader by industry and technology experts and has achieved worldwide leadership positions in the following:

- No. 1 in Worldwide Unified Communications and Telephony Systems¹
- No. 1 in Worldwide Contact Center²
- No. 1 in Worldwide Enterprise Messaging³
- No. 1 in Worldwide Audio Conferencing⁴
- No. 1 in Worldwide Voice Maintenance Services⁵

Additionally, 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, 2010⁶
- Leaders Quadrant in Gartner Magic Quadrant for Unified Communications, 2010⁷
- Leaders Quadrant in Gartner Magic Quadrant for Contact Center Infrastructure, Worldwide, 2010⁸

Sources: ¹Dell'Oro Group, *Enterprise Telephony Report, 3Q10, November, 2010*; ²Gartner Inc., *Market Share, Contact Center: Worldwide, 2009, Drew Kraus, March, 2010*; ³T3i Group, *InfoTrack for Converged Applications, Full Year 2009, Messaging, June, 2010*; ⁴MZA, Ltd., *The World UC Applications Market, 2010 Edition, June, 2010*; ⁵IntelliCom Analytics, *Services Market Dashboard, Q3 2010 Global Lifecycle Services Market Workbook, November, 2010*; ⁶Gartner Magic Quadrant for Corporate Telephony, Steve Blood et al, August, 2010; ⁷Gartner Magic Quadrant for Unified Communications, Bern Elliot et al, July, 2010; ⁸Gartner Magic Quadrant for Contact Center Infrastructure, Worldwide, Drew Kraus et al, February, 2010.

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SENIOR LEADERSHIP

Kevin Kennedy, President & Chief Executive Officer

Mohamad Ali, Senior Vice President, Corporate Development and Strategy

Steven J. Bandrowczak, Vice President & General Manager, Data Solutions

Alan Baratz, Senior Vice President and President, Global Communications Solutions

Matthew Booher, Vice President, Treasury and Investor Relations

Jim Chirico, Executive Vice President, Business Operations

Pamela Craven, Chief Administrative Officer

Chris Formant, Senior Vice President and President, Avaya Government Solutions

Roger Gaston, Senior Vice President, Human Resources

Stephen J. Gold, Senior Vice President and Chief Information Officer

Joel Hackney, Senior Vice President, Global Sales and Marketing, and President, Field Operations

Joe Heel, Senior Vice President and President, Avaya Global Services

Anthony Massetti, Senior Vice President and Chief Financial Officer

Tom Mitchell, Senior Vice President, Channel Transformation

The Avaya logo consists of the word "AVAYA" in a bold, red, sans-serif font. The letters are closely spaced and have a slight shadow effect.

INTELLIGENT COMMUNICATIONS

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References to Avaya include the Nortel Enterprise business, which was acquired as of December 18, 2009.

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