

Devices and Phones

Avaya Open SIP Solutions for UCaaS Service Providers



Delight Your UCaaS Customers with the Avaya Desktop Experience

If your UCaaS business customers are not leveraging the latest communications technology on their employee desktops, they are falling behind. The platform-agnostic Avaya Desktop Experience now enables you and your customers to empower employees with an award-winning portfolio of smart devices that will increase their productivity and drive more business revenue. For you, this means more differentiation and value for your UCaaS service.

Key Capabilities at a Glance

Leverage a Powerful Brand: The Avaya brand is known around the world to stand for the highest quality business desktop experience.

Modernize Customer Desktops: Avaya's Essential Experience J100 Series IP Phones deliver a new level of UI personalization and connectivity—including Wi-Fi and Bluetooth.

Essential Experience IP Phones



- Powerful Brand
- Modern Designs
- Unique Technology
- Broad Portfolio
- Vertical Solutions
- No Touch Provisioning
- Subscription Option

Deliver All the Cloud has to Offer: With access to over 3 million cloud-based applications, Avaya's Vantage™ portfolio of multimedia communications devices accelerates work flows and gives employees the same communications capabilities they enjoy on their personal smart devices.



Attach Avaya Headsets to Further Improve the End User Experience: Avaya's unique AcousticEdge™ technology provides the highest levels of audio performance while helping to protect employees from long term hearing loss.



Increase Employee Productivity and Business Performance with Campus

Mobility: Avaya's DECT wireless handsets enable conversations to continue and key resources to be reached while roaming across the campus.



Expand Your UCaaS Value Beyond the Desktop: Deliver best-in-class audio into the conference room with Avaya's B Series audio conferencing devices. OmniSound® technology leverages machine learning to deliver crystal-clear sound.



Provide Deeper Value with Vertical Solutions: Avaya's H200 Series of Hospitality devices enable hotels to provide their guests with a high quality and highly personalized experience.





Avaya is Your One-Stop Shop for Devices that Deliver Premium Business Communications Experiences!

Reduce Installation Cost: Avaya's Device Enrollment Service delivers "no touch" plug and play setup.

Simplified Administration: Avaya's Device as a Service can be combined with UCaaS subscriptions to deliver a single bill to customers.

The Smart Device is Your Customer's Window to Your UCaaS Services

Many UCaaS service providers underestimate the significance of the devices their customers use to access their services. The end user experience with the UCaaS service will only be as good as the device being used. If the device is difficult to use, they will view this as a problem with the overall UCaaS service. If they don't like their device, they are unlikely to like the UCaaS service.

Many years of experience and end user research have gone into the design of Avaya's latest smart devices. This research has provided Avaya with the knowledge of what end users want and need to have on their desktops.

Move Your UCaaS Offering Beyond Just Voice

Today's UCaaS has many similarities to the mobile voice industry of the past. Eleven years ago the primary goal of the mobile industry was to gain more "seats." Devices were viewed only as a necessary cost and a pain point.

The introduction of the consumer smart phone stimulated the opportunity for mobile providers to also expand their offerings beyond just voice.

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.

Today's mobile providers offer a differentiated mix of services including streaming, texting, and surfing. This evolution has not happened yet in the area of UCaaS. One key reason for this is that the phones being used for UCaaS have not changed.

They still provide only voice services and voice control capabilities. The Avaya Desktop Experience provides you an opportunity to change this—to expand your offering to align more with the full set of communications tools used by today's businesses—including voice, video, text, social, and literally millions of applications.

No longer must your service just be an IT department alternative based in the cloud. You can now move beyond the generic voice offerings of the past—to increase your differentiation and expand your customer wallet share.

Provide a Platform for the Future

A key benefit of the Avaya Desktop Experience is the application-driven nature of the devices. This equips you with a platform for the future—and the opportunity to deliver new applications to your customers, without having to change the desktop device.

Whether it is Artificial Intelligence (AI), Internet of Things (IOT) connectivity, or other capabilities that are yet to be developed, your customers can immediately realize the benefits of any new technologies.



Many Avaya devices can also be customized to promote your brand and logo. Avaya Vantage™ is like having a billboard on every desktop of your customers.

Learn More

Contact your Avaya representative or call +1 908 953 6000 to start delivering the Avaya Desktop Experience to your customers today!

