

**BUSINESS NEED** 

**Innovation Without Disruption** 

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**Remote Contact Center** 

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# With Avaya, you can innovate without disruption

Partners

Customer Experience

Wow your customers—without fracturing day-to-day operations.

Innovate your way

### See what happens when cloud innovation flows at your pace

To engage with customers across more touchpoints, you need to innovate. The cloud can deliver what you need, but maybe you aren't ready for a full-cloud solution. Avaya's hybrid cloud options let you move at your pace. Start by just adding cloud capabilities to your on-premises platform. Or take a faster path to the cloud with an environment that's built just for you.

### Avaya's paths to hybrid cloud



### **On-premises solutions, meet cloud**

Deliver an enriched customer experience by adding a cloud-based solution to what you already have—like Avaya Aura Platform. No need to rip and replace.

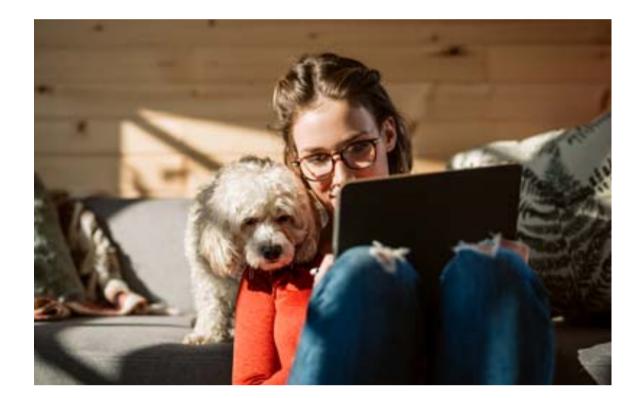
Layer on innovations of the Avaya Experience Platform. Let customers connect how they want. Give employees all the tools to meet customers' needs.

### Your cloud, your way

First, transition your current on-premises platform to Avaya Enterprise Cloud. You keep the familiar Avaya solution you have now—such as Avaya Aura Platform and Avaya Call Center Elite— just in a dedicated instance on Microsoft Azure, the market-leading cloud that delivers savings, scalability, and security. There's no disruption for customers and no training needed for employees.

Next, easily modernize your customer experience by adding Avaya Experience Platform capabilities.





#### **Avaya Experience Platform**

Maximize contact center performance and connect to customers wherever they are. Define seamless experiences across channels including voice, video, chat, messaging, and more.



#### **Avaya Enterprise Cloud**

The Avaya platform you know, running in a secure, flexible cloud just for you. Expand contact center and unified communications as needed to expand your capabilities.

Avaya Enterprise Cloud >

Avaya Experience Platform >

### Analysts advise: Choose a vendor that lets you choose your journey

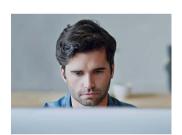
Industry experts agree that when it comes to your communications solution, one size does not fit all. It's crucial to have choices and a plan tailored to your business needs.



### Why premises-based communication systems make sense

Commfusion explores how Avaya customers can choose deployments on-premises, in the cloud, or as a hybrid of both.

Download the white paper >



### Enterprise-class cloud communications without compromise

Frost & Sullivan discusses how to unlock the enterprise value of a dedicated cloud by choosing the right solution and vendor.

Download the white paper >



#### Migration to the hybrid cloud

Ventana explains hybrid cloud as a balanced approach that lets you improve experiences while still running your current solutions.

Download the white paper >



# Transitioning to cloud without business disruption

Avaya features Gartner research to illustrate options on your innovation journey. See how to go from on-premises, to hybrid, to fullcloud.

Download the newsletter >



### Add our expertise to your team

Let us help keep you up-to-date and running smoothly on the back end, so you can focus on pushing your business forward.

Avaya Managed Services

### **Cloud innovation research & resources**



#### INFOGRAPHIC

## Navigating on-premises & hybrid contact centers

Metrigy research shows companies migrating to cloud capabilities--while still running current on-premises solutions.

#### EBOOK

# See how to innovate your way

Don't compromise to gain functionality you need. With Avaya, add cloud-based capabilities to your existing infrastructure.

#### BLOG

#### PODCAST

### Avaya delivers cloud CX with a continued commitment to on-premises customers

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One size does not fit all, Avaya gives you choices.

# Start a hybrid cloud upgrade

Contact us

### Αναγα

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Avaya Experience Platform	Partner Locator	About Avaya	Support
Avaya Communications APIs	DevConnect	Avaya Life	Blog
Avaya Cloud Office	Alliances	Diversity, Equity, Inclusion, Belonging	Videos
Avaya Spaces	All Programs	Corporate Responsibility	Customer Stories
Avaya Services	Channel Partners	Newsroom	Events
Avaya Enterprise Cloud	Sales Agents	Investor Relations	Executive Briefing Centers
Devices Catalog		Careers	Avaya Trust Center
Avaya Call Center Elite		Awards	Avaya Legal
Avaya Aura Platform		Contact Avaya	Documentation Center
Avaya IP Office			
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