

AVAYA CLOUD OFFICE® SALES CHEAT SHEET

What is Avaya Cloud Office?

A cloud-based communications system enabling users to connect workers around the world on a single platform that supports enterprise-grade voice, video, IM/messaging, meetings, conferencing, and collaboration.

Avaya Cloud Office simplifies the ways customers call, chat, meet, and collaborate – all while cutting costs and ensuring compliance.



10 essential points to effectively sell Avaya Cloud Office in any conversation:



1 Global Reach

- Avaya Cloud Office reduces the cost and complexity of managing connectivity among sites because all voice traffic travels over the internet.
- The Avaya Cloud Office system can be easily managed from anywhere using a simple web interface or mobile app.
- Support a distributed workforce across 40+ countries with the same experience at every location.



Q: How does billing work with a global service?

A: Avaya Cloud Office delivers a single global bill for all calling, meeting, and messaging use in your billing currency.



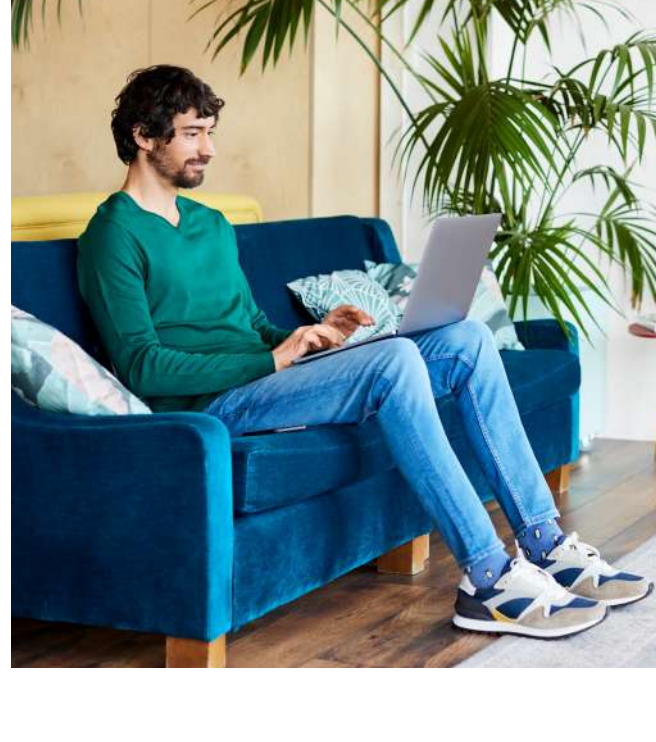
2 Scalability

- Increase capacity with ease and efficiency.
- Avaya Cloud Office provides instant access to limitless inbound and outbound call capacity.
- Add new users without building out any additional hardware infrastructure.



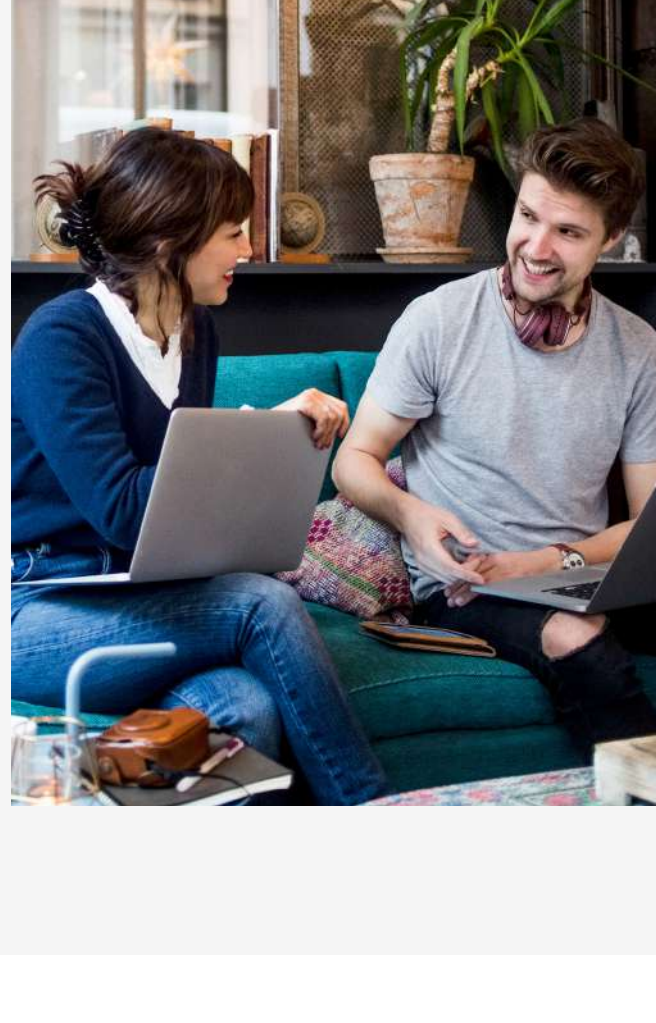
PROOF: InspireX, a fintech firm, invested in Avaya cloud Office to scale and expand across the U.S.—equipping employees with flexible, mobile-first communication tools that provide better price predictability.

More about this customer story: [InspireX Avaya Customer Success Story](#)



3 Security

- Avaya Cloud Office is always secure with automatic quarterly releases – no need to manually update the solution and risk security gaps.
- Get a 360° view of security across your business.
- Avaya has several unique security advantages:
 - Partnerships with global security intelligence
 - Sophisticated customer-facing controls
 - A secure hardened infrastructure
 - Multiple, globally distributed data centers
 - Single sign-on
 - Flexible role and permissions for administrators



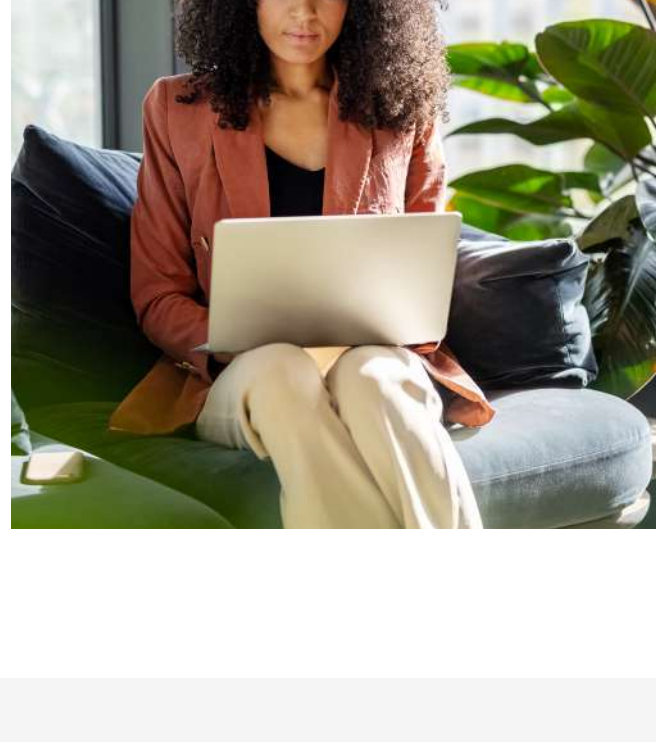
4 Reliability

- Built on industry leader RingCentral's network, Avaya Cloud office provides 99.999% uptime with SLA-backed availability.



PROOF: Preferred Home Care of New York, one of New York's leading home care agencies, uses Avaya Cloud Office to enhance communication with near-perfect uptime and system performance, improving patient experiences and productivity.

More about this customer story: [Preferred Home Care of New York Avaya Customer Success Story](#)



5 Integration

- Avaya Cloud Office supports 100+ integrations with tools such as Salesforce, G Suite, Office 365, and more.
- Get API integration for additional custom integrations and personalization.
- No more paying systems integrators to integrate core business communications and apps or paying for separate meeting services.
- Combine tools into one all-powerful, easy-to-use solution for all communication.



6 Support

- Avaya Cloud Office provides award-winning support in the customer's time zone and language.
- Human experts around the globe help plan, launch, service, and troubleshoot the solution.



Q: How can a customer be sure Avaya Cloud Office is right for them?
A: Avaya offers a Proof of Concept period in which customers have the opportunity to see how the solution works and engage with it.



7 Cost savings and predictability

- Avaya Cloud Office eliminates the need for huge up-front investments associated with on-premises communications systems.
- Customers no longer need skilled IT staff to manage one or more locations, saving thousands each year by eliminating hardware and maintenance.
- Avaya Cloud Office is an automatically updating system, meaning customers get access to new features immediately at no additional cost and without the need to upgrade.
- With easy-to-understand license packages and unlimited calling packages – plus ample support for cross-border calling – customers enjoy more predictable costs.



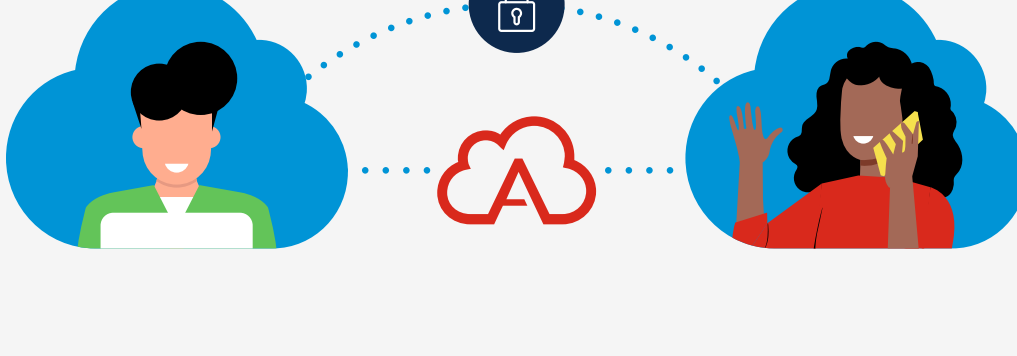
PROOF: Nicholls State University uses Avaya Cloud Office to go beyond four-digit dialing with capabilities like in-app messaging, texting, and video conferencing that improve productivity and speed up decision-making. A free trial turned full implementation with estimated annual cost savings of \$60,000.

More about this customer story: [Nicholls State University Avaya Customer Success Story](#)



8 Compliance

- Avaya Cloud Office meets all relevant compliance standards, including those for data privacy, security, and accessibility (e.g., HIPAA, GDPR, Kar's Law, Ray Baum Act).



9 User experience

- Avaya Cloud Office has cutting-edge features, including:
 - A single number for communication across voice, fax, texting, and multimedia messages.
 - Robust analytics to better understand usage and improve communication workflows.
 - Built-in reports and the capability to create customized dashboards with over 30 key performance indicators (KPIs).



PROOF: Dauphin County users unanimously voted for Avaya Cloud Office compared to another vendor solution for its ability to seamlessly integrate with the way the county was progressing and needed to work.

More about this customer story: [Dauphin County Avaya Customer Success Story](#)



10 Simplicity

- Customers do not need to be in the same physical location as Avaya Cloud Office to manage the system; changes can be made easily from anywhere using a web interface.
- Forget the hassle of managing system upgrades as everything is updated automatically on a recurring basis with zero downtime.
- Customers don't need staff on hand to maintain the solution.



PROOF: Harrison Drury – a law firm with seven offices across the U.K. – chose Avaya Cloud Office specifically for its simplicity. The firm rolled out the solution for 130 users across its offices and now has a flexible, always-on video conferencing and workstream collaboration to support working from anywhere while reducing business communications costs.

More about this customer story: [Avaya Simplifies UCC For Small Businesses - UC Today](#)

Avaya Cloud Office is the UCaaS solution of choice for businesses of any size.

Designed to scale while maintaining uptime, global availability, and data security – all with superior UX and professional support – Avaya Cloud Office will make customers/prospects UCaaS users for life.