

TAKE A CLOSER LOOK AT AVAYA

TAKE A
CLOSER
LOOK

A stable partner in a turbulent market



Avaya's goal is to be the #1 Supplier of Enterprise Communications Systems globally and to provide our customers with the Intelligent Communications solutions that will help transform their businesses. Led by a team of experienced technology professionals, we work toward that goal every day. As evidence of our progress, we can point to the 90% of Fortune 500 companies and the 80% of Business Week Customer Service Champs who put their trust in Avaya solutions.

Recent events have affected the financial stability of some companies, including some of Avaya's competitors. With a rich heritage in the communications industry and more than a century of experience and innovation in our "DNA", Avaya remains a healthy vendor in a very turbulent market.

Take a closer look at our strengths:

- A strong Product Reputation
- A reputation for Reliability
- A respected Brand
- Leading Market Position in Contact Center solutions
- Best User Interface—award-winning and still improving

On October 26, 2007 Avaya was officially taken private in a transaction worth \$8.3 billion by SilverLake Partners and TPG Capital. These partners chose Avaya because they believe in our mission, our strategy, our world class technology and our enviable customer franchise. They also believe in Avaya's prospects for long-term sustainable success in the marketplace.

We are a global company with many resources that benefit our customers and partners.

#1 Converged Telephony

#1 Unified Messaging

#1 Audio Conferencing

#1 Call Center/ACD

#1 Outbound Dialers

#1 Voice Response

#1 Communication Solutions measured by lines shipped

For companies with less than 100 users

#1 Key-Hybrid Revenue Worldwide

For companies with less than 100 users

#1 in world wide software support for Network and Internet services

Avaya has 17,500 employees globally. We have a presence in 54 countries with over 2,000 sales and service companies representing Avaya worldwide. To support our customers on a day-to-day basis, Avaya has 32 Global Delivery Support Centers, 17 Executive Briefing Centers and 24 Training Centers.

Avaya has over 1,000,000 customers in 150 countries, in fields as diverse as financial services, education, manufacturing, service providers, retailers, transportation, hospitality and entertainment.

Avaya Labs has over 4,400+ patents or patents pending and has taken the lead in innovations such as SIP and SOA. Over 4,200 independent software vendors build applications on Avaya.

We're focused on making it simple to use our technology and to provide solutions that deliver business results – the only thing that really matters.

As we continue on our quest to be #1 we're committed to delivering value to our customers and partners – every day.