

AVAYA



Customer Solutions Center of the Americas

IP Telephony

Contact Centers

Unified Communication

Services

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Welcome to Avaya Customer Solutions
Center. The center is a strategically located
resource servicing our hemispheric and local
communities, our customers, and our
BusinessPartners throughout the Americas.



World-Class Support for World-Class Customers

The Avaya Customer Solutions Center is chartered to focus Avaya's worldwide resources to help organizations and businesses achieve the outcomes they need to excel in a customer-centric, global economy. The Avaya Customer Solutions Center provides a single locale for collaborating with Avaya's sales, services, testing, demonstration, engineering and educational teams, tools and resources. Conveniently located in Miami's transportation and entertainment gateway, the center houses the following Avaya customer-serving organizations:

- Caribbean & Latin America Headquarters
- Southern US Headquarters
- Converged Systems Engineering Group
- Multimedia Contact Center Group
- Advanced Messaging Solutions Group
- Global Solution Sales
- Briefing Center of the Americas
- Avaya Labs
- Avaya Global Services
- Avaya University of the Americas
- Local Avaya Reference Sites

CARIBBEAN & LATIN AMERICA HEADQUARTERS OVERVIEW

Whether your business is headquartered or conducts operations in South America, Central America, Mexico or the Caribbean, you will have access to all members of the Avaya Caribbean and Latin America (CALA)



team. The Avaya senior leadership team for the CALA region is available to listen to your needs and share their unique global expertise with you to help you grow your business in this fast-growing and ever-evolving Spanish, Portuguese, English and Creole-speaking region.

CUSTOMER SOLUTIONS LAB OVERVIEW

Customer-centric organizations and companies seek access to expertise and tools to realize the next generation of secure and reliable communications. Avaya's Customer Solutions Lab houses 10,000 square feet of some of the most advanced communication applications, converged networks and testing equipment in the industry. The lab is available to help both customers and BusinessPartners familiarize themselves with IP Telephony, multi-vendor networking interoperability, multimedia contact centers and advanced unified messaging and speech-recognition applications. Customers can experience, test and model their specific needs utilizing Avaya solutions over IP, PSTN, Mobile, VPN, and wireless networks utilizing simulation tools alongside our World-Class voice, data and business applications experts.

EXECUTIVE BRIEFING CENTER OVERVIEW

The Avaya Worldwide Customer Briefing Program is comprised of Executive Briefing Centers located around

the world. Each center provides you with a unique opportunity to collaborate on your strategic plan with some of the best experts in the industry. The centers allow you to “experience” the benefits of proposed solutions, unique to your business needs. Briefings and planning sessions can vary from a multi-day “deep-dive” agenda to single-day strategic or tactical planning sessions. We assign a professional Executive Briefer and visit planner to help you plan your visit, secure resources and, most importantly, ensure the outcomes you expect from your visit with us.

A typical visit to the Briefing Center and Customer Solutions Lab will integrate strategic planning sessions, operational planning sessions, product demonstrations and “hands-on” lab time, tailored to your needs. Our most senior and expert level technologists, consultants and business leaders are made available to work collaboratively with you before, during and after your visit to the Center.

Customer Solutions Lab

Wayne Clary, Vice President of Avaya Technology and Consulting Team

The Customer Solutions Lab houses several customer-centric labs and a conferencing center facility, sharing a common audio-visual and communications infrastructure:

- Avaya Corporate Systems Engineering Labs
- Multimedia Applications Lab
- Proof-of-Concept Lab
- Knowledge Transfer Workshop Lab
- Avaya Global Services Support Lab
- Avaya University Instructor-Led Labs

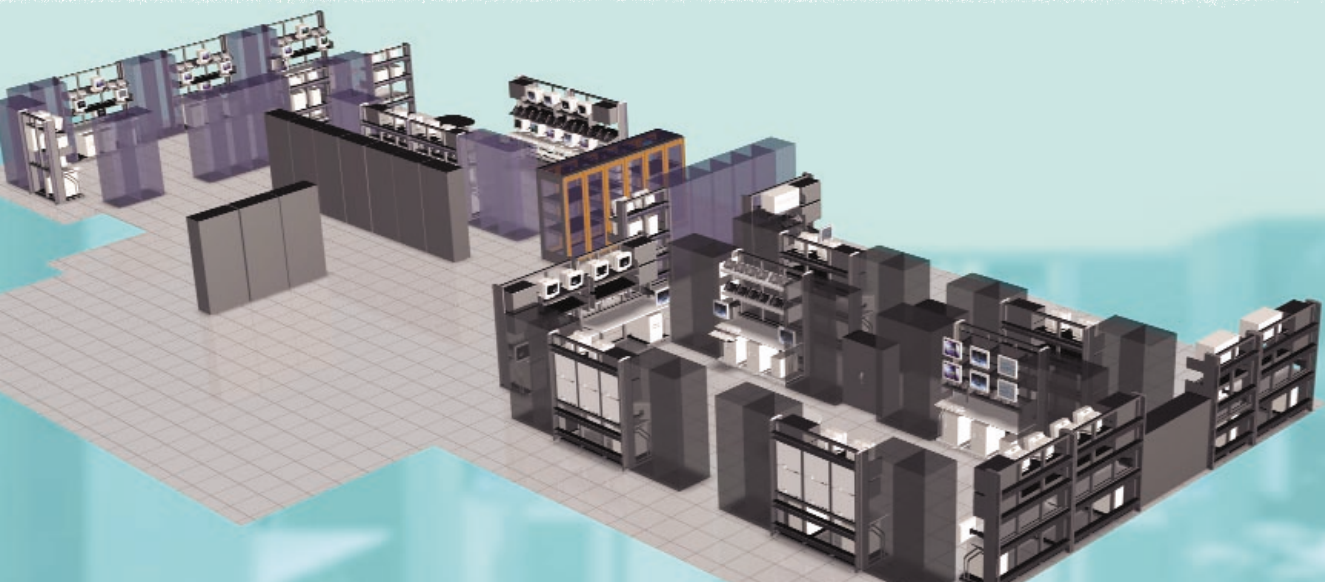
Conferencing Center: In addition to the labs, the center houses eight multi-media, multi-purpose conferencing rooms to facilitate knowledge transfer, learning, collaboration and design sessions with Avaya consultants and technical experts. Often, the conferencing center is configured for Customer Seminars, User-Group Meetings, BusinessPartner training and Corporate Events.

Amenities: For the convenience and productivity of our visitors, the center also features a comfortable dining and catering area and virtual office facilities with Internet, telephony and videoconferencing facilities, including a wireless ‘hotspot’ for un-tethered Internet access.

CORPORATE SYSTEMS ENGINEERING LABS

Richard Dodd, Lab Director/Chief Architect

The labs and conferencing facilities are adjacent to, and interconnected with, the Executive Briefing Center of the Americas as well as Avaya University classrooms for the purpose of sharing secured networks, IP-based applications and systems.



Each lab is interconnected with the Avaya Systemax™ Structured Cabling system featuring 10Gb/s Fiber-Optics, 1Gb/s Copper and Physical Layer active-component monitoring. More than 50 19-inch communication racks are dual-fiber and copper-interconnected to active MDF patching facilities with firewall and VPN access to Broadband Ethernet-based Internet access. Satellite-based television is also converted to IP-based protocols and made available over the secured Avaya IP infrastructure in support of real-time distance learning, product demonstrations, testing and proof-of-concepts. Testing and traffic-generation equipment includes a Smartbits™ traffic generator, a Hammer™ voice call generator, satellite-based television, Avaya ExpertNet™ IP network performance analyzers, and other state-of-the-art test and performance tools such as protocol analyzers, VMON/RAQMON VoIP voice quality analyzers and NISTnet latency, jitter and packet-loss inducers.

AVAYA PROOF-OF-CONCEPT LAB

The team at the Customer Solutions Lab works with customers and their account teams to create a simulated customer environment in the lab in order to demonstrate solution feasibility, functionality, security, performance and quality of services under load.

A typical proof-of-concept may integrate Avaya and 3rd party products from Cisco Systems, Nortel Networks and Extreme Networks, for example, to create a simulation of the customer's desired network and applications environment. Proof-of-concept include: data/voice generators, real-time messaging and call-center applications, and almost any variation of network topology.

AVAYA SOLUTIONS DEMONSTRATION LAB

It is difficult to visualize how a proposed product or solution actually works and performs by relying solely



on literature, proposals and sales presentations. This lab provides a high-end enterprise network environment, under maximum load, that interconnects a corporate data center with regional, branch, SOHO, cellular and mobile networks over a variety of Avaya and other WAN, LAN, VPN, wireless and Internet platforms. Key solutions demonstrated on this policy-managed and QoS enabled network include members of the Avaya MultiVantage™ Communications Applications Portfolio including IP Telephony, Unified Communication, Messaging and Contact Center applications as well as IP Video and Satellite Television. Each simulated enterprise office location features the latest in Avaya gateways and call-processing servers, endpoints and applications. An Enterprise Network Operations Center (NOC) demonstrates Avaya's real-time voice, data and application-monitoring capabilities using Avaya Integrated Management, a policy-based, converged network management system.

AVAYA KNOWLEDGE TRANSFER LAB

The rapid pace of technological innovation and the need for competent, certified and well-trained talent in your organization requires constant updating and learning. This lab is available for Avaya employees, customers and BusinessPartners to have a personal "hands-on" experience with the latest products and to interact and collaborate with senior Avaya talent in customer training, systems engineering, professional services and R&D. Avaya's complete portfolio of solutions are

provided to accommodate one to dozens of visitors having the need to learn new information and develop new skills to ensure that their organizations excel in the customer-centric economy.

Avaya Labs

Brian Dunne, CALA In-Region R&D Director

Avaya has a global Avaya Labs presence, representing and supporting customer needs in more than 90 countries. Latin America and Caribbean areas are key to our global commitment. Avaya Labs has engineers who work with local PTTs, standards organizations, regulatory agencies and customers to ensure that our solutions meet the demanding requirements that customers expect for compatible, reliable and interoperable communications networks on a global scale.

Avaya Labs works side by side with customers, research partners, the academic community and Avaya Research to capture compelling customer requirements and roadmap new innovations into future Avaya solutions for the marketplace.

Avaya Global Services

Mario Cruz, Avaya Global Services

The Avaya Global Services Technical Center of Excellence (CoE) is the primary customer support escalation center servicing our customers throughout Latin America and the Caribbean region. Here, post-sales technical assistance and engineering support is provided to Avaya direct channels and BusinessPartners as well as our multi-national customers on a 24x7 basis.

The support engineers utilize a variety of communication methods, tools, work-benches, labs and problem-simulation platforms to assist in troubleshooting outages, implementing complex solutions or real-time answering of technical questions. The CoE establishes a direct link to and from Avaya Labs developers and the rapid response center group to fix, implement or modify current applications and features. The team leverages years of worldwide international field experience.

In addition, the CALA Center of Excellence provides a single point of contact to the strategically located remote field engineers in Argentina, Brazil, Mexico, Denver and Miami. To focus on customers' needs, CALA CoE works in conjunction with other Avaya service organizations such as professional services (PSO) and in country technical assistance centers to deliver fast and efficient service solutions.

Avaya University of the Americas

Guido Minaya, Regional Director For The Americas

Catherine Barry, Miami Center Lead

Avaya University of the Americas Miami Campus offers educational services for Avaya Customers, BusinessPartners and Employees. Avaya University's



newest training center is designed to serve the entire Southeastern Region along with Caribbean and Central America student audiences. Regional Avaya University Education Centers in Sao Paulo, Mexico City, Buenos Aires and Bogotá will continue to provide valuable training courses to their students.

Avaya University Instructors are specialists in CRM, Data, Voice, Convergence, Unified Messaging and Employee Excellence training. The instructors offer extensive field experience along with expertly designed courses to meet the highest Avaya curricula standards. Avaya University also offers eLearning courses in partnership with Smartforce, Indeliq, WestNet and Go Train. Many courses are also available as virtual classroom training by utilizing Interwise, an interactive collaboration tool.

For more information about Avaya University, please go to www.avaya-learning.com or contact the Avaya University Helpdesk at 800-288-5327 (toll-free within the US) or +1- 720-444-7500 (outside the US). Alternatively, you can send your inquiries to avaya.u.helpdesk@accenture.com.

Come Visit Us!

Justa Diaz, Customer Lab Visit Manager

Whether you are an existing Avaya customer, BusinessPartner, Alliance Partner, or simply want to know more about how Avaya can help your business or organization excel in the customer economy, you will find yourself always welcome as a very special guest.

Using your objectives as our guide, we will work with you and your Avaya account team to ensure that your visit is comfortable, productive and enlightening. The registration process begins by having your Avaya account team complete a Visit Request Form that provides us with your contact information, preferred dates of your visit and the identification of your needs.



FREQUENTLY ASKED QUESTIONS

Where are you located? The Avaya Center is located just a quarter mile from the Doral Resort and Spa and one mile west of Miami International Airport. The street address is 8400 Doral Blvd. (NW 36th Street and 84th Avenue in Miami).

How do I register for a visit? How much lead-time is needed? Your Avaya account team can download the request form from the Avaya Associate Portal. BusinessPartners can download the request form from the Avaya BusinessPartner Portal. Alternatively, contact us at +1-786-331-0914. The center has the capacity to handle multiple, simultaneous visits, so we strive to meet your earliest desired dates to visit us.

What about getting there? We provide a full concierge service that includes coordination of Briefing Center and Lab Resources, transportation, lodging, dining and entertainment. On-site dining, virtual office, teleconferencing and satellite television facilities are provided to ensure optimized utilization of your time and your ability to stay in touch. Out-of-state or international visitors may fly into Miami or Ft. Lauderdale international airports, and we can provide all ground travel arrangements.

How many people can I bring and for how long? The center can accommodate visits in excess of 100 people for large events or smaller visits of only a few individuals. Typical visits range from a half-day to multiple days in order for your project, informational, travel and entertainment needs to be fully met.

Key Contacts

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Directions

From Area Airports & Airport Area Hotels

- Follow signage to SR836 Expressway westbound

From SR836 Expressway Westbound & Area Hotels

- Exit NW 87th Avenue, northbound
- Continue north 2 miles to Doral Blvd.
(NW 36th Street)
- Turn right onto Doral Blvd., heading
eastbound for 3 blocks
- The 6-story Avaya building will be on your right
- Customer parking is in the rear on the ground
floor of the garage

From SR112 or SR826 Expressways and Area Hotels

- Exit onto NW 36th Street
- Go west, 5 blocks past NW 79th Avenue
- The 6-story Avaya building will be on your left
- Customer parking is in the rear on the ground
floor of the garage

Local Accommodations

5-10 Minute Drive Time to Avaya:

Doral Country Club Resort and Spa
4400 N 87th Ave., Miami, Florida 33178
Phone: 305-592-2000 or 800-936-7259
<http://www.doralresort.com>

Inter-Continental Miami Airport West
2505 NW 87th Ave., Miami, Florida 33172
Phone: 305-468-1400 or 800-305-0029
<http://www.interconti.com>

Courtyard Marriott
3929 NW 79th Ave., Miami, Florida 33166
Phone: 305-477-8118
<http://www.courtyard.com>

Holiday Inn
3255 NW 87th Ave., Miami, Florida 33172
Phone: 305-500-9000
<http://www.cardelhotels.com>

15-30 Minute Drive Time to Avaya:

Miami Airport Marriott
1201 NW LeJeune Rd., Miami, Florida 33126
Phone: 305-649-5000
<http://www.marriott.com>

Sofitel Miami
5800 Blue Lagoon Dr., Miami, Florida 33126
Phone: 305-264-4888
<http://www.sofitel.com>

Wyndham Miami Airport
3900 NW 21st St., Miami, Florida 33142
Phone: 305-871-3800
<http://www.wyndham.com>

30-45 Minute Drive Time to Avaya:

Miami Beach Marriott at South Beach
161 Ocean Drive, Miami Beach, Florida 33139
Phone: 305-536-7700
<http://www.miamibeachmarriott.com>