



## Avaya at a Glance

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### About Avaya

Avaya delivers Intelligent Communications solutions that help companies transform their businesses to achieve marketplace advantage. More than one million businesses worldwide, including nearly 90 percent of the FORTUNE 500®, use Avaya solutions for IP Telephony, Unified Communications, Contact Centers and Communications-Enabled Business Processes. Avaya Global Services provides comprehensive service and support for companies, small to large.

Our unique combination of communications applications, software and services help companies simplify complex communications and work with existing technologies from other vendors, enabling customers to unlock value and potential from their network. And by embedding communications into the very business processes of an enterprise, we help to improve the way organizations work - making people more productive, processes more intelligent and customers more satisfied.

Drawing on a rich heritage of enterprise telephony and mastery of IP-based technologies, we help customers to grow revenue, lower risk, reduce costs and achieve superior business results.

As a leader in IP telephony, we help customers to realize business value and create competitive advantage by driving the integration of communications and business applications across any network and device.

Avaya Global Services has approximately 8,500 services experts worldwide, 27 network operations and technical support centers, and unique patented design and management tools.

### Key Facts

Avaya consistently is recognized as a global leader by industry and technology experts and has achieved worldwide leadership positions in the following:

- No. 1 in Worldwide Enterprise Telephony<sup>1</sup>
- No. 1 in Worldwide IP Telephony<sup>2</sup>
- No. 1 in IP Telephony in Europe, Middle East and Africa<sup>3</sup>
- No. 1 in Contact Center Worldwide, 2006<sup>4</sup>
- No. 1 in U.S. CPE Maintenance Services<sup>5</sup>

Additionally, Gartner places Avaya in the Leaders Quadrant based on its completeness of vision and ability to execute:

- Leaders Quadrant in Gartner Magic Quadrant for Corporate Telephony, North America, 2007<sup>6</sup>
- Leaders Quadrant in Gartner Magic Quadrant for Corporate Telephony, Europe, Middle East and Africa, 2007<sup>7</sup>
- Leaders Quadrant in Gartner Magic Quadrant for Corporate Telephony, Asia/Pacific, 2007<sup>8</sup>
- Leaders Quadrant in Gartner Magic Quadrant for Contact Center Infrastructure, North America, 2007<sup>9</sup>
- Leaders Quadrant in Gartner Magic Quadrant for Contact Center Infrastructure, Asia/Pacific, 2007<sup>10</sup>

Every day, people use over 100 million of our voice mailboxes.

We employ approximately 18,000 people, including 2,500 research and development professionals worldwide.

We have about 3,400 channel partners worldwide, including all system integrators, service providers, value-added resellers and business partners.

**Sources:** <sup>1</sup>Dell'Oro Group, IP Telephony Enterprise Report, 4Q07, February, 2008; <sup>2</sup>Synergy Research Group, Q4 2007 Enterprise Voice Market Shares - Worldwide, February, 2008; <sup>3</sup>Synergy Research Group, Q4 2007 Enterprise Voice Market Shares - EMEA, February, 2008; <sup>4</sup>Gartner Inc., Market Share, Contact Center: Worldwide, 2007, Drew Kraus, June, 2008; <sup>5</sup>InfoTech, InfoTrack for Enterprise Services: Annual Services Report - 2007, January, 2008; <sup>6</sup>Gartner Magic Quadrant for Corporate Telephony, North America, 2007, August, 2007; <sup>7</sup>Gartner Magic Quadrant for Corporate Telephony, EMEA, 2007, August, 2007; <sup>8</sup>Gartner Magic Quadrant for Corporate Telephony, APAC, 2007, August, 2007; <sup>9</sup>Gartner Magic Quadrant for Contact Center Infrastructure, North America, 2007, August, 2007; <sup>10</sup>Gartner Magic Quadrant for Contact Center Infrastructure, Asia/Pacific, 2007, September, 2007.

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## Senior Leadership

**Charles Giancarlo**, President & Chief Executive Officer

**Todd Abbott**, Senior Vice President, Sales & President, Field Operations

**Jocelyne Attal**, Chief Marketing Officer

**Geoff Baird**, General Manager, Small & Medium Business Solutions

**Matthew Booher**, Vice President & Treasurer

**Lorie Buckingham**, Chief Information Officer & Senior Vice President

**Jeremy Butt**, Vice President, Worldwide Channels

**Jim Chirico**, Senior Vice President & President, Operations

**Pamela Craven**, Chief Administrative Officer

**Chris Formant**, Senior Vice President & President, Global Services

**Roger Gaston**, Senior Vice President, Human Resources

**Bob Lyons**, General Manager, Contact Center Solutions

**Thomas Manley**, Chief Financial Officer

**Karyn Mashima**, Senior Vice President, Strategy & Technology

**Amar Pai**, Vice President, Operations and Program Management Office

**Fran Scricco**, Senior Vice President, Manufacturing, Logistics & Procurement

**Micky Tsui**, Vice President & General Manager, Unified Communications Solutions

**Stuart Wells**, Senior Vice President & President, Global Communications Solutions