



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 8,000 employees 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 Telephony¹
- No. 1 in Worldwide IP Telephony²
- No. 1 in IP Telephony in Europe, Middle East and Africa³
- No. 1 in Contact Center Worldwide, 2006⁴
- No. 1 in U.S. CPE Maintenance Services⁵

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, 2007⁶
- Leaders Quadrant in Gartner Magic Quadrant for Corporate Telephony, Europe, Middle East and Africa, 2007⁷
- Leaders Quadrant in Gartner Magic Quadrant for Corporate Telephony, Asia/Pacific, 2007⁸
- Leaders Quadrant in Gartner Magic Quadrant for Contact Center Infrastructure, North America, 2007⁹
- Leaders Quadrant in Gartner Magic Quadrant for Contact Center Infrastructure, Asia/Pacific, 2007¹⁰

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