

Higher Learning

**Making the move to a Communication
Enabled Campus for better education**

Agenda

- ▶ **Introduction to the New Avaya**
- ▶ Avaya's Vision and Portfolio
- ▶ Avaya's Higher Education Solutions

Who Is Avaya?

Avaya is the global business communications **expert** delivering **open** and flexible **communication systems**, that transform the way people collaborate to **enhance performance** and **enable growth** for companies small to large.



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Customer Success

- ▶ Avaya Products and Solutions Used Worldwide in:
 - Highest-performing health care & equipment companies ¹
 - **70%** of the largest global banks ²
 - **10,000+** educational institutions ²
 - **24+** Country-level Governments including the US Department of Defense in all 50 states ²
- ▶ 100 million messages are delivered daily
- ▶ Over **90% of the Fortune 500** leverage Avaya communications
- ▶ Official Converged Network Infrastructure Supplier for the **2010 Vancouver Olympics**
- ▶ Avaya now has **33% of the worldwide market share** in the IP telephony market ³



(1) Forbes; (2) Avaya customer database; (3) IDC

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Ready to Lead & Deliver
Plug & Play Communication



Powered by SIP:
Open & Standardized

Leadership &
Common Vision for SIP

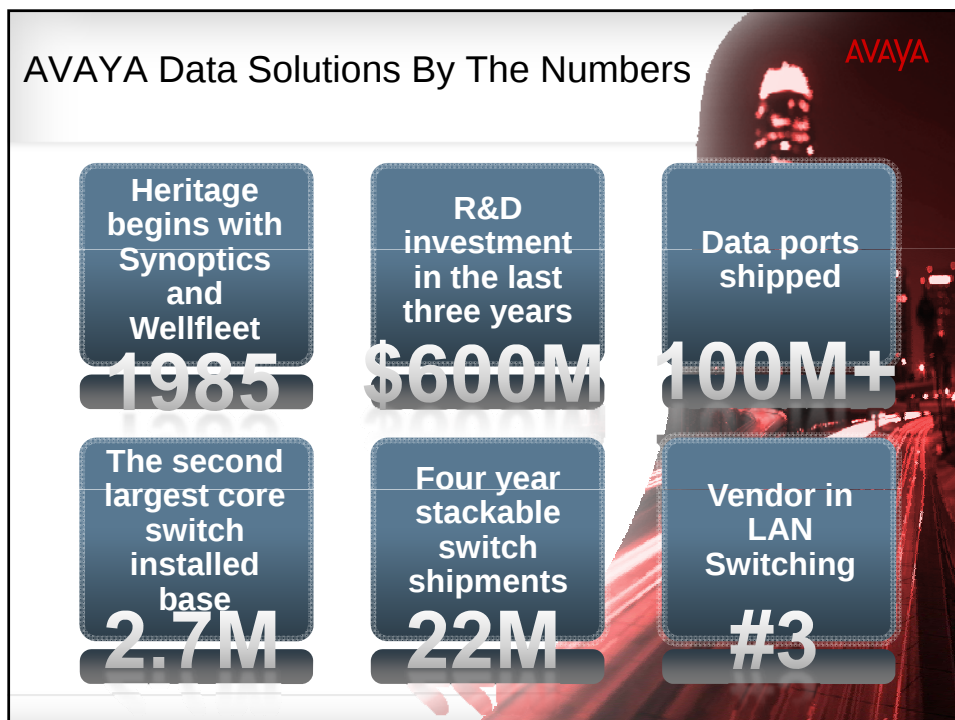
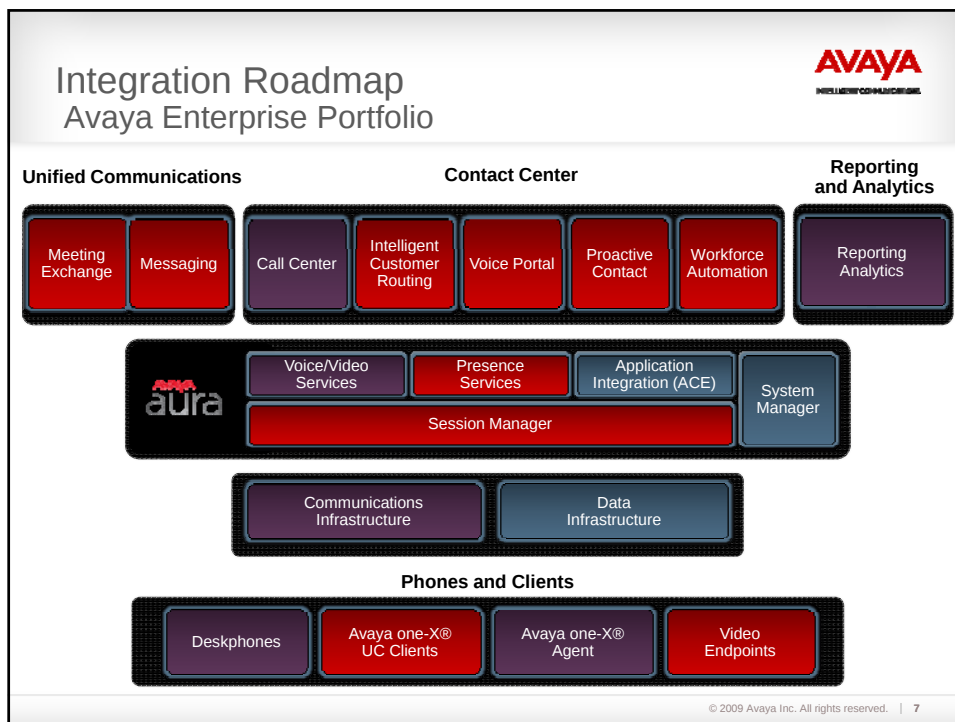
Delivering
Communications Enabled
Business Systems

First to Deliver Communication
Enablement

Enabling Effective &
Contextual Collaboration

Most Experienced In
Contextual Communications

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Data Solutions Roadmap			
	Today	3-9 months	12 months+
Ethernet Switching	- PoE for IP Phones & WLAN Access Points - Stackable Chassis'	- ERS8600 Upgrade & innovation integration (Virtualization - SPBm) - Introduction of next generation core platform: VSP 9000 - PoE+ at the Edge	- Integrated Wireless Services into ERS8600 & VSP 9000 - Introduction 40G & 100G - Interface with Security, CCTV, & Environmental systems
Wireless Networking	802.11n continued adoption	Introduction of WLAN 8100 next generation 802.11n platform	Introduction of Split-Plane architecture
Unified Branch	- Survivable SIP Gateway - Routing and security - Integrated SCS and OCS	- Enhanced OCS support - Enhanced SIP support - Enhanced Security and VPN support	- New platforms (low end, SOHO) - Enhanced routing, SIP and security - Centralised WLAN Controller
Access Control	802.1X-based Access Control	- Universal network visibility - Enhanced security and policy management	MAC Layer encryption provides end-to-end privacy
Unified Management	Introduced single unified mgmt domain	- Increased integration - Increased multi-vendor support	Evolving into a SOA architecture
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Top Challenges Higher Education

- ▶ “How do I attract new students and continue to innovate with new learning capabilities?”
- ▶ “What grants can I use to fund my spending?”
- ▶ “How can I lower my costs and still continue to innovate?”
- ▶ “How can I keep my campus and resources safe?”

Top-Ten IT Issues, 2009

1. Funding IT
2. Administrative/ERP Information Systems
3. Security
4. Infrastructure/Cyberinfrastructure
5. Teaching and Learning with Technology
6. Identity/Access Management
7. Governance, Organization, and Leadership
8. Disaster Recovery/Business Continuity
9. Agility, Adaptability, and Responsiveness
10. Learning Management Systems

*Educause 2009 Current Issues

IT can show its worth to the institution by creating effectiveness/efficiencies while realizing cost savings

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How Do Students Learn?



- ▶ With technology
- ▶ With each other
- ▶ Online
- ▶ In their time
- ▶ In their place
- ▶ Doing things that matter

Source: Achievement and the 21st Century Learner

Generation Y believes they can learn outside of the classroom, when interacting with their peers.

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Avaya Higher Education Industry Focus

- ▶ Create a More Mobile and Connected Campus to Attract and Retain Students and Faculty
- ▶ Expand Depth, Reach and Enrollment through Distributed Learning
- ▶ Enhance Administrative Productivity
- ▶ Ensure Personal Safety and Security of Students, Faculty, and Administrators



**Avaya Communication-Enabled
Higher Education Solutions**

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Australian Innovation Since 2002



Challenge

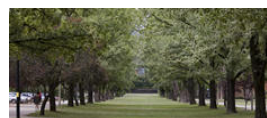
- ▶ Need further cost savings despite already flattening and consolidating extensively
- ▶ Introducing new best-of-breed video and multi-media technologies and applications

Solution

- ▶ Add Session Manager to connect five Communication Manager locations
- ▶ Single dial-plan across all locations
- ▶ Easily connect SIP sessions to other universities world-wide over Australia's academic AARNet
- ▶ Control new media and new applications

Expected Results

- ▶ Save PSTN costs and further improve TCO
- ▶ Accelerate technology for students and staff



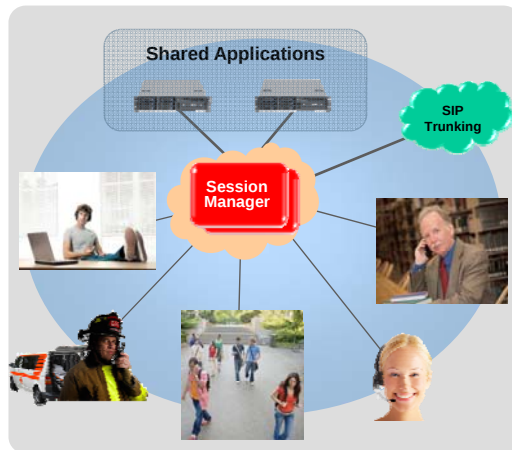
"ANU runs a best-of-breed technology shop and has to deal with the complexity of many media formats and systems over different locations. Then, Bingo! Avaya Multimodal Session Manager!

We're very excited about the ability to manage everything from one place, save money with a university-wide dial-plan and deploy tailor-made applications to the edge."

Darren Coleman, ANU

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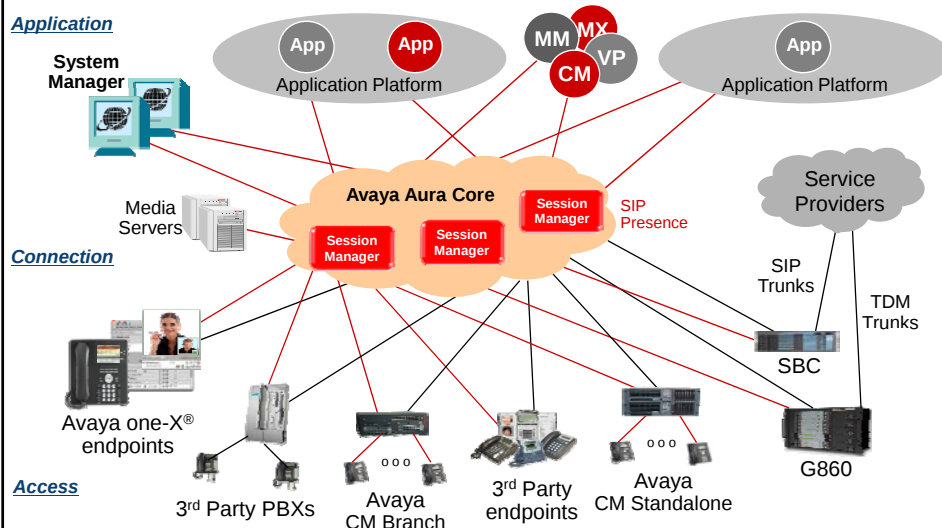
Agile, Empowered Campus



- ▶ Connect any user to any application
- ▶ Easily provide different workgroups with the specific applications they need
- ▶ Rapidly deploy unified communications.
- ▶ Benefit from future innovations through an open developer ecosystem and access to cloud services

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Avaya Aura™ Architecture



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Avaya Conferencing & Collaboration

Connecting Students & Educators



- ▶ Distance Learning Initiatives: Innovative delivery strategies
 - Avaya Meeting Exchange/Web Conferencing
 - Avaya Video Conferencing
- ▶ Deliver true collaboration by allowing students to interact, not just watch and listen
- ▶ Specialized classes and guest speakers - extended to multiple locations simultaneously
- ▶ Providing advanced classes to your students from colleges and universities
- ▶ Faculty & staff training

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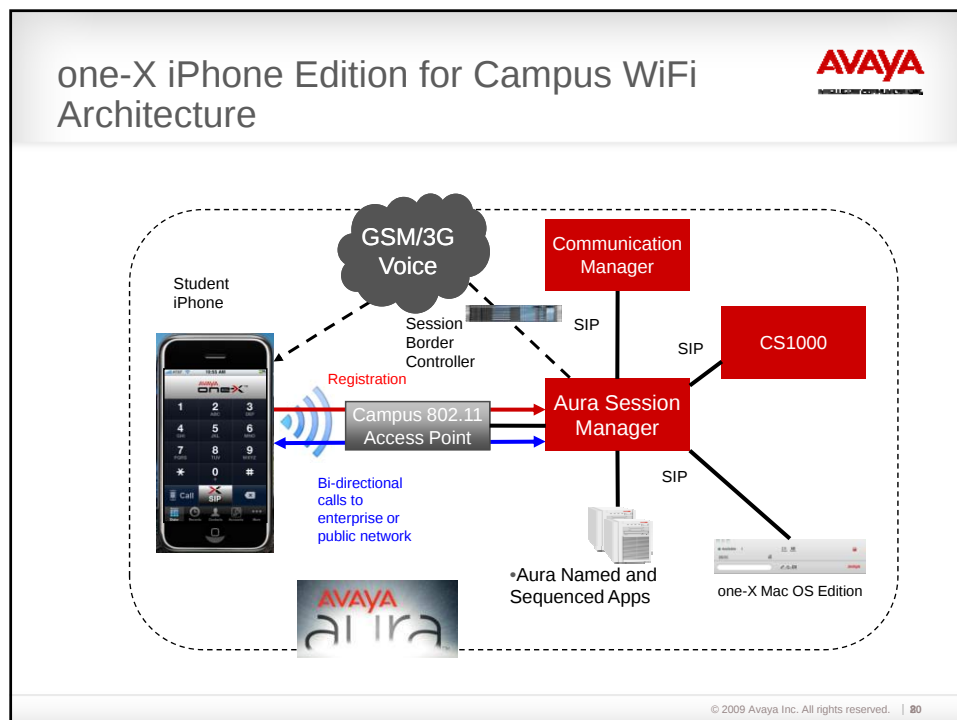
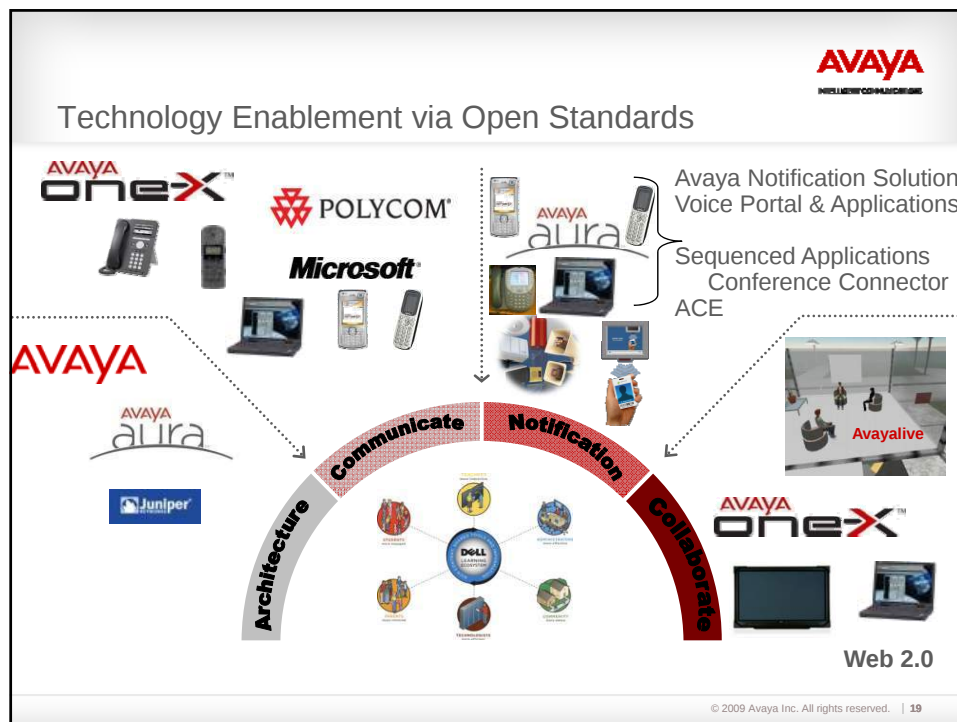
Notification & Proactive Communication

Keeping Informed & Staying Safe



- ▶ Emergency Communication
 - Natural disasters (Hurricanes, Tornados),
 - Crisis Event (hostage, intruder)
 - Facility Hazard (chemical, pandemic threat, etc.)
 - E911 Compliance
- ▶ Timely Effective Centrally Managed Response
 - Coordination of resources in the event of an emergency
- ▶ Proactive Contact
 - Parent/Student reminders
 - Testing, School Events, Deadlines, conferences
 - Parent Notification
 - Grade & attendance alerts
- ▶ Access to Information
 - Homework Hotline

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The Avaya Value for Education



Unified Communications embedded in the fabric of the Campus can make processes more efficient, improve productivity, while lowering operation costs:

- ✓ Deploy a single communications infrastructure that supports voice, data, and video – eliminate high cost of maintaining separate infrastructures
- ✓ Centralized operations across the entire campus or campus's
- ✓ Administration, such as adds, moves and changes done centrally
- ✓ Provides backup for disaster recovery
- ✓ Reduce multiple communications systems overhead
- ✓ Mobility applications for all areas of the university, as well as on and off campus
- ✓ Give students access to interactive, video-based learning tools that are not available to them today
- ✓ Incorporate video surveillance cameras, door locks & environmental monitors into converged network
- ✓ E-911 capabilities embedded in core software for TDM & IP telephones

Greater Student/Teacher/Parent satisfaction improves with better, faster more efficient service provided by a communications infrastructure that harness the talent of the university or college campus.

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Higher Education Customers

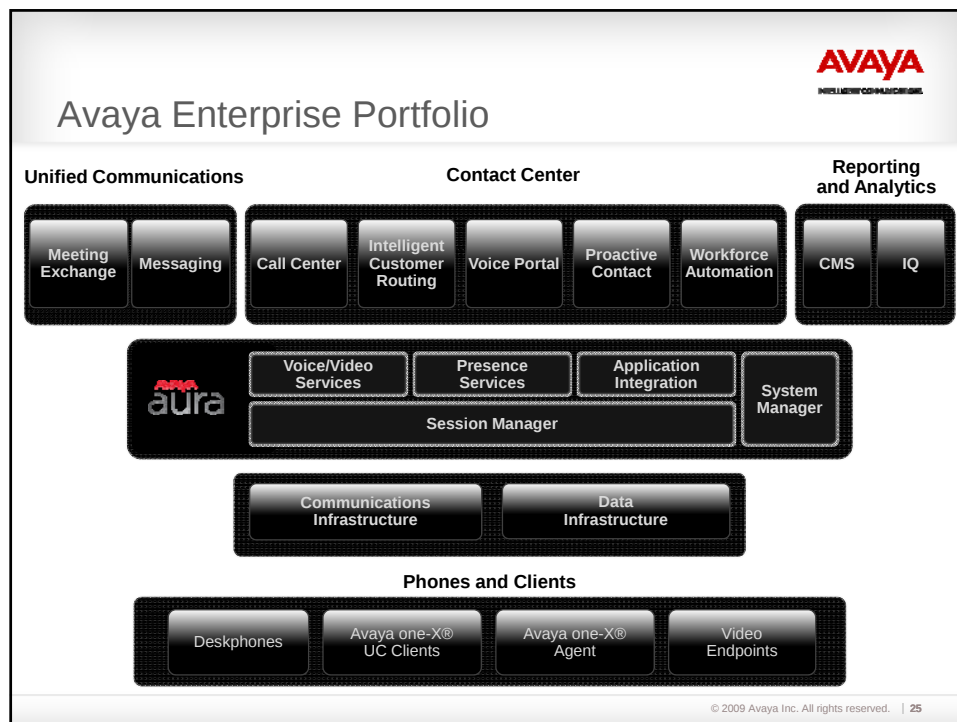


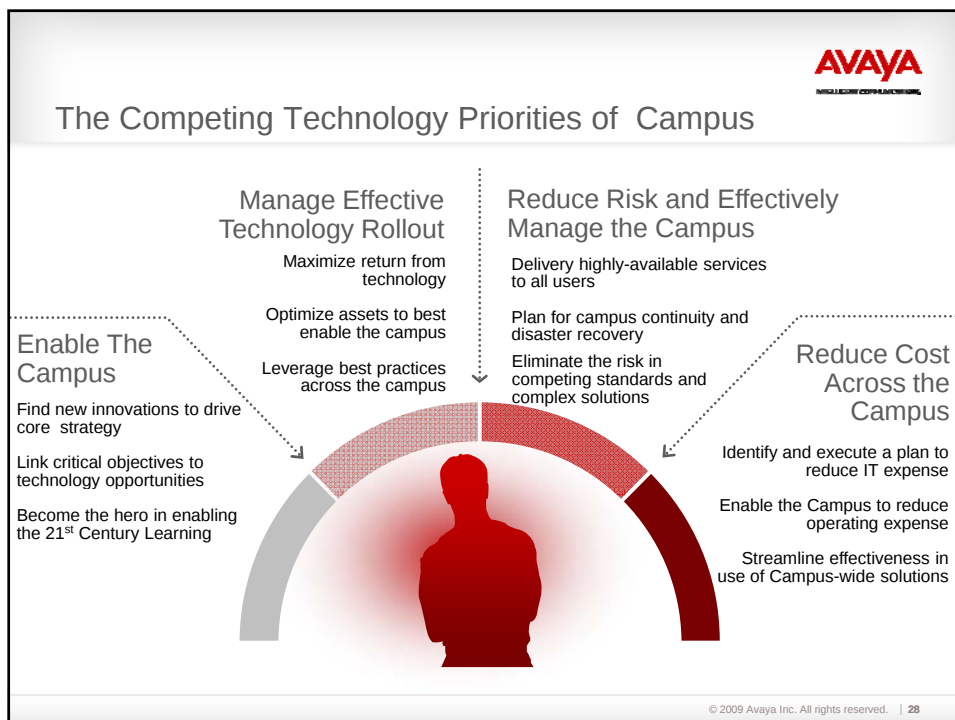
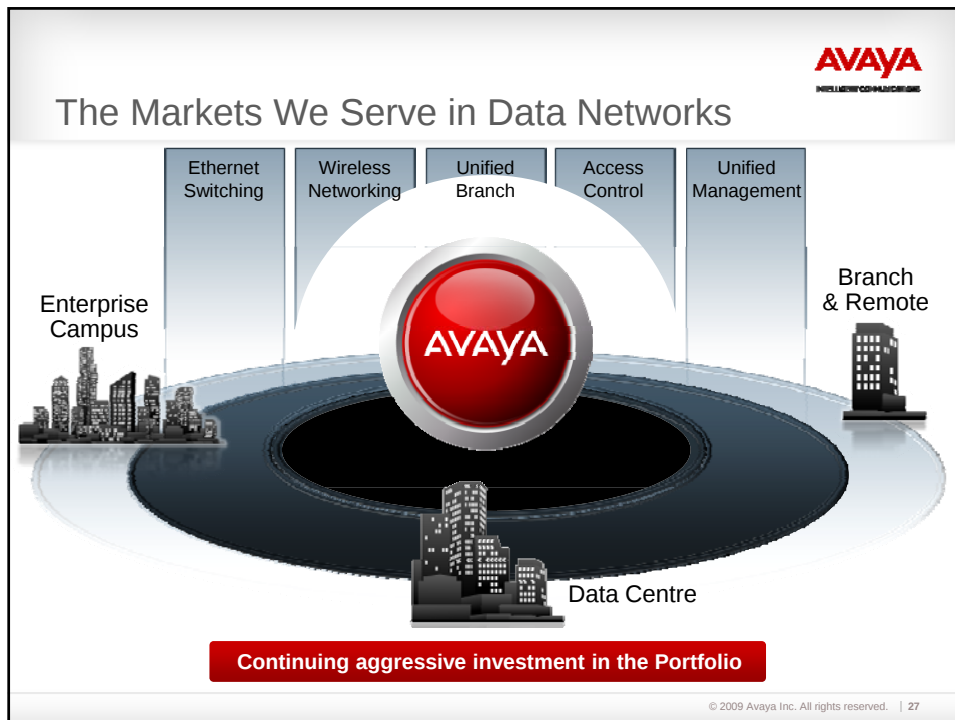
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- ▶ For your chance to win an iPad
- ▶ Collect a voucher for a massage from an *Avaya Angel*
- ▶ Find out more about Avaya's Data Solutions
- ▶ Experience Avaya Unified Communication Demo

Backup





Technology Enables

