

Vitamin A Supplement

Feeling malnourished by your current Avaya Direct maintenance contract?

FIRST LOOK

It's time to supplement for improved UC health

The Vitamin A(VAYA) Supplement is designed to complement your existing Avaya support contract, so you don't have to wait for your current agreement to expire—and you never have to pay for services that your contract already provides.

Vitamin A(VAYA) Supplement can include the following Continuant Managed Services (CMS):

- Remote Incident Management
- Problem Management
- Proactive System Health Monitoring
- Service Requests (MACD)



Added Value Through Continuant Managed Services

- ✓ Dashboard views for maximum visibility
- ✓ Customized recommendations
- ✓ Reduced troubleshooting time
- ✓ Ability to identify problems as they occur
- ✓ Quick resolution of issues and minimized risk
- ✓ Lower costs for discovering your network usage
- ✓ Visibility into your network—know who's calling and from where
- ✓ Single point of contact and Service Desk



Feeling malnourished by your current Avaya Direct maintenance contract?

If so, you're not alone. Many Avaya Direct customers tell us they feel locked in to sub-par services and are lacking the support they actually need. Keep your Avaya contract for the items you do need, add a supplement of services to improve your health.

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