



Secure and Assure Your Avaya IP Telephony System with Juniper Networks

Juniper Networks and Avaya Strategic Alliance Overview

As enterprise customers consider to plan and deploy converged IP networks that support both data and voice traffic, the need for secure and assured network infrastructures that provide superior levels of performance and reliability increases. By combining best-of-class products and service capabilities into a unified, intelligent solution, Juniper Networks' and Avaya's strategic alliance leverages their combined strengths to provide innovative and converged solutions for today's enterprise customers.

The strategic alliance spans the following areas:

- **Delivery of designed, tested, and certified solution configurations** with assurance that customers are deploying the best-in-class networking, security, and IP telephony systems resulting in a unified and cohesive solution
- **Comprehensive procurement, delivery & support capabilities for Juniper Networks' products**, including installation and support services, from Avaya, authorized Avaya BusinessPartners, and Juniper J-Partners.
- **Joint development of innovative new products that leverage each company's core expertise** to deliver superior customer value and market-leading product capabilities

This alliance delivers an end-to-end IP telephony solution that addresses key challenges of performance, security, and interoperability.

Delivering Designed, Tested, and Certified Solutions for Secure and Assured Intelligent Communications

A key aspect of this alliance is the delivery of a complete and cohesive end-to-end IP telephony solution. As a strategic alliance member of the Avaya DevConnect program, Juniper Networks and Avaya conduct extensive interoperability tests where solutions are tested and certified in a variety of real-world configurations. To

ensure smooth implementation of today's solution as well as in future, we have developed test plans for security, quality of service, and end-user experience across various platforms and configurations.

Juniper Networks and Avaya have documented the results of these reference configurations (such as high availability configurations, etc.) for customers and BusinessPartners. These Best Practices Guidelines enable customers and partners to engineer the best solutions.

Creating a Go-to-Market Alliance to Offer a Single-Point-of-Contact

In support of this alliance, Avaya has entered into a reseller agreement with Juniper Networks as a strategic alliance member of the J-Partner program. Avaya will sell, install, and support the Juniper Networks' product portfolio as part of their converged IP communications solutions. Initially, Avaya will be concentrating on selling Juniper Networks' routing and security solutions. This single-point-of-contact philosophy enables customers to procure all products required to implement a robust IP telephony solution from a single vendor.

Avaya has made significant investment in sales, training, and installation to support Juniper Networks' product portfolio. This is already evident with consultants and technicians who are trained and certified on Juniper Networks' products and average of 10-15 years of multi-vendor network experience. Customers will receive the best-in-class installation, maintenance, and on-going support from Avaya Global Services. Support offers include 8/5 and 24/7 service response options & web-enabled support, plus applications support and problem resolution through the use of Avaya's multi-vendor test labs equipped with Juniper Networks' product line.

Existing Avaya customers can also take advantage of this alliance to procure associated Juniper Networks' products directly from Avaya, Avaya BusinessPartners, and Juniper J-Partners. In addition, Avaya's Professional

Services organization can provide network assessment, optimization, security, and business continuity planning to ensure unsurpassed performance of the total solution.

Investing in Innovation through Joint Development

Together, Avaya and Juniper Networks bring a unique combination of application and infrastructure expertise to meet the customers' convergence needs. Juniper Networks' leadership in WAN, access, and security technologies combined with Avaya's leadership in Communication Applications make this a formidable alliance. This alliance gives customers a comprehensive solution that is standard-based, tested, and certified. Both companies continue to invest and build next generation products that further leverage each other's expertise including the Avaya IG550 family of integrated voice gateways for the Juniper J-Series router line.

The Proof Points

According to Stephen A. Wynn, chairman and CEO, Wynn Las Vegas, "when we designed a new resort we were committed to putting the very best technology to work in innovative ways." Avaya met that challenge by providing an intelligent communications solution that enables Wynn's guests to enjoy new levels of customer service throughout the resort, while Juniper Networks

provided a more secure and assured network security solution specifically tailored to the resort's requirements.

Another strategic alliance success is when Avaya and Juniper Networks delivered a solution that enables secure IP telephony for St. George Bank. At St George Bank, the financial institution deployed a Juniper Networks integrated firewall and virtual private network to secure its corporate network and critical resources, while Avaya MultiVantage™ Call Center Solutions increase the performance of its two call centers, translating into improved level of customer service.

Summary

Through this strategic alliance, Juniper Networks and Avaya offer customers the key solution to their end-to-end IP telephony needs. Customers can trust in our commitment to always deliver secure and assured intelligent communications that are standards-based, offer best-in-class performance and capabilities, and are backed by Avaya's world-class service and support capabilities. Our goal is to introduce and deliver new intelligent communications applications that drive businesses and increase competitive advantages, so customers can be confident that Juniper Networks and Avaya will continue to develop solutions that meet their ongoing performance and security requirements as their converged network evolves.

About Avaya

Avaya delivers Intelligent Communications solutions that help companies transform their businesses to achieve market-place advantage. More than 1 million businesses worldwide, including more than 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. For more information visit the Avaya Web site: <http://www.avaya.com>.

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