AVAYA

Avaya Global Services

Avaya EXPERT Systems℠ Diagnostic Tools—24/7/365 Monitoring, Diagnostics and Resolution

Every minute of the day, all around the world, Avaya EXPERT Systems Diagnostic Tools keep thousands of communications systems operating at peak performance. Avaya EXPERT Systems work to identify and prevent problems before they occur, minimize their impact if they happen, and identify ways to keep them from taking place again. EXPERT Systems also proactively manage systems—for example, checking the capacity on trunks and processors.

Minimizing business impact, saving dollars

With the support of Avaya's patented EXPERT Systems technology, 96% of alarms on Avaya DEFINITY® Systems and later releases of Avaya telephony software are resolved remotely—in many cases eliminating the business impact of system outages and saving Avaya customers millions of dollars.

Around-the-clock EXPERT Systems coverage is available only to customers protected by an Avaya Global Services Maintenance Agreement. Isn't it time to put our EXPERT Systems to work for you?

1 Server problem
3:10 am

2 Resolution
3:25 am

Keeping you open for business

Communication system outages occur every day to businesses in every industry, resulting in losses of hundreds and thousands of dollars in sales, productivity, reputation, management distraction and more.

While today's communications systems are more reliable than ever before, with the introduction of IP telephony, they are also more complex and vulnerable to a wide range of performance issues. Something as simple as a sudden power surge or an inadvertent programming error can wreak havoc, degrading performance or causing your system to shut down entirely. In many cases, potential problems are "hidden"—a faulty part in a backup system is an outage waiting to happen. Avaya EXPERT Systems can help address each one of these problems.

Patented tools— comprehensive support

Avaya EXPERT Systems are patented "rule based" systems—no one in the industry has them—that rely on a constantly updated database of 30,000 Artificial Intelligence Algorithms (AIAs) and system tools.

IP Telephony | Contact Centers | Unified Communication | Services

Each year Avaya adds to this vast database by analyzing thousands of trouble tickets to identify new patterns in problem development and resolution. This constantly growing database of AIAs means quicker resolutions to frequently occurring problems. It also means that the capabilities of EXPERT Systems are continually expanding, giving Avaya the industry's most comprehensive resource for diagnosing and resolving system outages.

Smart self-diagnostics and intelligent dispatch

Avaya's commitment to expert diagnostics begins with the smart, self-diagnostic routines built into Avaya products, such as the Avaya DEFINITY® Communications Servers, Avaya S8700 Media Server, Avaya INTUITY™ AUDIX® and Avaya DEFINITY AUDIX Messaging Systems, and the Avaya Call Management System. These tools continually monitor their internal performance and seek to resolve performance-impacting conditions on their own. When that is not possible, they place a call to an Avaya Technical Service Center where Avaya EXPERT Systems and teams of trained engineers are located. EXPERT Systems will usually start working on the alarm within 90 seconds and in 96% of all cases, system-generated alarms on Avaya DEFINITY Systems and later releases of Avaya telephony software are resolved remotely with the help of EXPERT Systems and Avaya engineers.

In the few instances when a problem cannot be resolved remotely, a technician will be dispatched to the site equipped with the information and parts (if necessary) to resolve the problem quickly. Avaya calls this "intelligent dispatch." When a technician arrives on site prepared, the time required to resolve the problem is significantly reduced.

Monitoring and diagnostics you can't get anywhere else

Remote monitoring, diagnostics and resolution via EXPERT Systems is a key differentiator between Avaya and other maintenance service vendors. Many vendors still follow the traditional "break and fix" approach—waiting for a problem to occur before taking action. Some do remote polling at set intervals to identify problems that may have already happened.

Avaya EXPERT Systems are available 24/7/365. Whenever EXPERT Systems are alerted to the existence of a problem, they go to work right away—usually within 90 seconds, at any time of day or night.

Regular system health checks

Because today's communications systems are constantly being asked to deliver more, it's important to make sure the resources are available to do the job. Avaya EXPERT Systems regularly perform "health checks" to identify critical resource issues, such as:

- **Trunk Capacity**—The utilization of your network resources affects your business performance and your bottom line. Avaya EXPERT Systems traffic study tools look for excess trunk capacity to eliminate needless costs and can also identify when additional trunks are needed.

- **Processor Occupancy**—How does your processor bear up during peak periods? Avaya EXPERT Systems will perform health checks to ensure that your processor is not being over-utilized during high volume times—a situation that can lead to an outage.

- **System Utilization**—Is your system config-
ured for maximum utilization? If not, you are
not getting the full benefit of your investment.
If your system needs to be fine-tuned, Avaya
traffic study tools will indicate the need for a
more in-depth study.

Simplifying system administration

Avaya EXPERT Systems also help prevent outages
and generate immediate and long-term savings
through state-of-the-art system administration:

Every two months, EXPERT Systems check to
ensure that the database of Avaya installed
products have called in an alarm or have been
successfully tested. If this test indicates that the
internal diagnostics are not working properly, a
trouble ticket is created for further investigation
and, if necessary, a technician is dispatched.

EXPERT Systems also check to determine which
systems might need an upgrade of software or
hardware. And they continually update customer
records to ensure the current release and version of
software the customer is running is in the Avaya
Technical Services Organization (TSO) database.

Securing your systems

System security is a major priority today and can
be easily compromised by overlooking password
administration. That's why Avaya EXPERT
Systems are continually making sure that your
system security is up-to-date and safe from
intrusion.

Avaya EXPERT Systems:

- Identify password lapses—for example, not
changing the default password.

- Carefully control technician access to your
systems.

- Regularly conduct security reviews—at least
once a quarter—to identify vulnerabilities that
can increase or lead to possible exposure to
fraud or hacking.

Protection against security losses can save you
money and deliver peace of mind.

Data mining—spotting "hidden" problems

Avaya EXPERT Systems also identify problems that
come in repeatedly, marking as "chronic" any prob-
lem that has been seen five times over a continuous
7-day period on the same equipment location.
Historical data is also used by Avaya technicians
for "data mining"—going beyond day-to-day
alarms, to identify underlying causes and avert
future problems. In many cases, Avaya can spot
"hidden" problems—for example, a pattern of
alarms that were routinely resolved via internal
diagnostics, but were part of a broader problem.
No other services provider has this kind of
information.

Avaya EXPERT Systems Diagnostic Tools:

Prevent routine outages

Manage system resources

Identify security issues

Resolve "routine" operational
lapses

Resolve chronic network
performance issues

a higher plane
of communication

Resolving reoccurring problems

In many instances, Avaya develops special-purpose tools to resolve commonly reoccurring problems—for example:

- Outages that routinely occur in connection with DS1 facilities. In 97% of all instances, EXPERT Systems can get the DS1 facility and board back in service remotely, eliminating the need for an on-site technician.

- Outages in wireless networks caused by power surges. Avaya has created an EXPERT System to automatically reset wireless systems remotely, reducing the time interval of being out of service.

Making the best even better

Avaya EXPERT Systems are a key part of Avaya's commitment to providing our customers with service and support that is not available anywhere else…we are determined to keep making the best

even better. The future for EXPERT Systems means more proactive capabilities, more support for data and non-Avaya systems and enhanced access via the Internet.

A comprehensive agreement

Avaya EXPERT Systems are part of one of the most comprehensive maintenance agreements in the industry, delivering 24/7 support, unlimited calls to the Avaya Help Line, replacement parts and much more. The Avaya Global Services Maintenance Agreement is designed to give you the priority response you need and also save you money.

To Learn More

For more information about how Avaya Global Services and Avaya EXPERT Systems℠ Diagnostic Tools can benefit your business, contact your Avaya Client Executive, Avaya Authorized BusinessPartner, or visit avaya.com/AvayaGlobalServices.

About Avaya

Avaya enables businesses to achieve superior results by designing, building and managing their communications networks. More than one million businesses worldwide, including 90 percent of the FORTUNE 500®, rely on Avaya solutions and services to enhance value, improve productivity and gain competitive advantage.

Focused on enterprises large to small, Avaya is a world leader in secure and reliable IP telephony systems, communications software applications and full life-cycle services. Driving the convergence of voice and data communications with business applications — and distinguished by comprehensive worldwide services — Avaya helps customers leverage existing and new networks to unlock value and enhance business performance.

reach

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