

AVAYA

Avaya Inc.
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www.avaya.com/certification

Avaya is a global leader in communication systems, applications and services. We design, build, deploy and manage networks for enterprises. Customers range from small businesses and nonprofit agencies up to more than 90% of the companies in the FORTUNE 500, and the U.S. government. They all rely on Avaya for reliable, secure networks that facilitate customer relationships, enhance productivity and maximize profitability.

If you're going to be a leader in convergence, get Avaya certified.

Success in the convergence space requires more than mere network infrastructure skills. It demands the ability to deploy and enable communications applications that deliver on customer expectations. Avaya Professional Certifications support your ability to deliver on those expectations, from IP Telephony and Messaging Solutions, to integrated Contact Center applications that enable worldclass customer support.



"We understand solution providers have a choice of the vendor with whom they can work, and the vendors' products they wish to represent," says Todd Meister, Vice

President, Global Channel Strategy & U.S. Distribution, Avaya. "We also understand that working with vendors consumes valuable resources, both financial and human. As a result, Avaya is teaming with solution providers to jointly grow our businesses, particularly by offering better, faster returns for Avaya BusinessPartners. For example, our continued investment in delivering education and development programs to our BusinessPartners—particularly with Avaya Professional Certification—provides solution providers and professionals with a clear path to customer satisfaction and strong financial opportunities. At the end of the day, Avaya's strategy with its BusinessPartner program is to ensure that customers have a consistent, quality experience."

- Todd Meister

Vice President,

*Global Channel Strategy & U.S. Distribution
Avaya Inc.*

AVAYA

| Certified



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In this market, every dollar counts.

Choosing the right vendor - and the right certifications - is critical to building your business. Avaya continues to invest in our diverse worldwide partner community with education and certifications that deliver profitable revenue quickly.

Let our partners tell you how well Avaya Certifications work for their businesses:

"Unified TelData is positioning for the future. Success will require competencies in integrating communications applications - not just installing and supporting hardware components. Our clients are looking for us to develop complex solutions that are supported and enabled with Avaya's portfolio of professional certifications such as IP Telephony, Contact Centers and Messaging Solutions.

Avaya Professional Certification has helped us position ourselves for new business opportunities - including those types of complex, high-margin solutions that build bottom-line results for our business."

-Lyhn Haller
 CEO, Unified TelData, Inc.

"Through the skills and knowledge our team gained from Avaya Professional Certification, we've been able to deliver new, added-value services that have significantly strengthened our relationship with our customers."

-Tom Roles
 President & CEO,
 North American Communications Resources

"The marketplace for solution providers is more competitive than ever. Avaya's Professional Certification program offers training and development opportunities that help us develop the highly skilled employees we need to differentiate our company in the marketplace."

-John Poole
 President,
 Strategic Products and Services

"In the hyper-competitive marketplace that we address, it is absolutely critical to work with vendors who understand and appreciate how the investments we make in their programs impact our bottom line. Avaya gets it. The Avaya Professional Certification program is designed to help us ramp up to a truly converged environment and deliver solutions to customers with real impact. The investments we make in education and certification with Avaya are rewarded through market recognition and strong revenue streams."

-Jarrod Sipe, President, Matrix Technologies

Want to learn more?

Avaya Professional Certification can help you grow more profitable revenue streams, realize stronger loyalty from your customers, and attract and retain the best and brightest employees (whom you'll need to succeed).

Visit us any time at
www.avaya.com/certification

Reach Avaya.
 A Higher Plane of
 Communication.

AVAYA

Certified
 Associate

AVAYA

Certified
 Specialist

AVAYA

Certified
 Expert

AVAYA is building partner development programs that create business impact