



Avaya OneCloud™ for Government

Safe, Compliant, and Effortless

Connect your employees, constituents, and entire organization with a complete enterprise communications solution that enables business continuity during crisis and force-multiplies productivity and satisfaction during recovery and growth.

Avaya OneCloud™ for Government is a private cloud communication solution built and designed with the U.S. government security requirements in mind. It offers a complete Unified Communications (UC) and Contact Center (CC) solution that is industry recognized and compliant with compliant with the Federal Risk and Authorization Management Program (FedRAMP)* which is founded in the National Institute of Standards and Technology (NIST) S.P. 800-53 rev4 controls.

This is a turnkey solution where Avaya hosts your dedicated cloud instance in geo-redundant data centers, providing the infrastructure, software, ongoing management and technology updates to the cloud service.

The subscription-based service model provides access to the modern and secure collaboration features including VOIP telephony, voice mail, mobility, audio, web and video conferencing, instant messaging, presence indicators, and much more.

We will create a secure private cloud instance just for your organization and we will host it on an infrastructure that managed by U.S. citizens 24 hours a day, 7 days a week, 365 days a year. The flexibility of our solution allows customers to keep some infrastructure on their premises if needed, providing a hybrid cloud option.

Avaya OneCloud enables government and education organizations to:

- establish all-weather work-anytime-anywhere workforce,
- safeguard the employees and the work they create,
- avoid disruption caused by unsupported software..

*FedRAMP is an assessment and authorization process which U.S. federal agencies implement to ensure security is in place when accessing cloud services. FedRAMP resulted from the "Cloud First" policy requiring government agencies to move IT services to cloud solutions. Avaya complies with the U.S. Federal security requirements by maintaining an Authority to Operate (ATO) for FedRAMP Moderate Software as a Service (SaaS).

Designed with the government needs and requirements in mind:

- FedRAMP moderate certification/ATO
- Virtual Private Cloud
- Dedicated software instance (single tenant)
- Turnkey enterprise-grade Avaya-managed service
- Pre-defined data centers located in the U.S.
- Unified Communications as a Service (UCaaS) reference architecture and Contact Center as a Service (CCaaS) capabilities
- 100% SIP-enabled cloud allows for greater flexibility and business continuity
- Service delivery Information Technology Infrastructure Library (ITIL) best practices
- Equips employees and teams to be more productive, collaborate better and create better experiences for your constituencies

Ten Reasons Why Avaya OneCloud™ for Government Is the Best Fit for Your Organization:

- 1. FedRAMP certified** - Avaya's FedRAMP platform offers capabilities within the FedRAMP boundary. This means our solution has passed the audit, follows the strict security guidelines, and complies with the U.S. government requirements.
- 2. Rigidly secure** - Our solution addresses U.S. government security requirements defined by FedRAMP Moderate. Each customer has a dedicated single-tenant software instance with a 365x24x7 monitoring and management by U.S. citizens.
- 3. Reliable** - Dependable service availability through geographically distributed locations, networks, and servers providing maximum uptime and minimum disruption from network issues to ensure your business continuity.
- 4. Complete** - A full-featured cloud-based collaboration tool set provides a reservation-less "meet-me" audio, video, and web conferencing with security code access and the ability to launch the bridge anywhere from any smart phone.
- 5. Industry-recognized** - This solution offers both, Avaya's industry-recognized Unified Communications as a Service (UCaaS) architecture providing enterprise-quality features including telephony, unified messaging, mobility, instant messaging, presence, audio conferencing, video, and web collaboration, as well as our award-winning Contact Center as a Service (CCaaS) capabilities, including skills-based routing, robust supervisory and reporting functions, IVR with speech, callback assist and proactive outreach plus call recording, screen capture, quality monitoring, workforce management and analytics for the CC, and digital channel support via FedRAMP partners.
- 6. Future-proof** - No need to worry about outdated software since our team expertly manages and implements technology updates as part of the service. Moves, Adds, Changes & Disconnects service (MACDs) entitlement offers an option for remote MACD changes based on the number users.
- 7. Cost-effective** - The "pay-as-you-go" model means that customers no longer have to pay for features and functionalities they do not require or cannot deploy. It enables more predictable billing, better cost management, and eliminates the need for large upfront capital investments.
- 8. Scalable** - This service capability can expand to increase or decrease the number of users whenever required based on a growing need or periodic demand fluctuations.
- 9. Mobile-enabled** - The robust mobility feature provides a secure method to bridge calls from an end user's desk phone to any mobile device and offers the ability to switch seamlessly between mobile and desk phones as often as necessary during a single call.
- 10. Kari's Law compliant** - Kari's Law requires direct 911 dialing and notification capabilities in multi-line telephone systems (MLTS). The E911 feature is available with Avaya OneCloud for Government and directs traffic to the correct public-safety answering point (PSAP) tied to the originating location of the call.

Three Simple Yet Powerful Service Packages

Avaya OneCloud™ for Government features are available via three service bundle packages: Basic, Core, and Power.

- **Basic Bundle** offers the fundamental IP voice support for hard endpoints, inbound and outbound calling capabilities, a standard 10-digit dial plan, basic messaging, and many standard features.
- **Core Bundle** builds on top of the Basic Bundle adding in advanced messaging and other UC capabilities such as IM/presence indicator, mobile twinning to your primary business line, and Avaya Client Integration which supports Microsoft integration.

- **Power Bundle** builds on top of the Core UC Bundle and adds immersive collaboration features such as audio, web, and video calling, sharing, and messaging.

Comprehensive customer experience capabilities are also included and offer add-on contact center functionality to aid agencies in reaching their mission goals. It is the most widely deployed voice automatic call distributor (ACD) in the market and in this offer it is combined with reporting, supervisory functions, recording, analytics and IVR functions to deliver the right solution for your agencies' needs. Digital channels are added through other FedRAMP partners.



A Complete Set of Features for Effortless Collaboration

Avaya OneCloud™ For Government ensures experience continuity across your communication solutions and offers simple yet comprehensive packages to choose to fit your employee's specific needs, providing the all-encompassing collaboration and work-from-anywhere flexibility that today's environment demands.

Each bundle includes hundreds of Avaya's Business Line features, along with Avaya Meetings for Government for conferencing and collaboration:

- Geo-redundant data centers based in the U.S.
- Standard 10-digit dial plan (non-standard plans are available)
- Comprehensive call features toolset
- Basic and advanced messaging options
- Instant messaging (IM)/presence indicator
- Avaya Desktop Client (aka soft client) for task management
- Avaya Mobility Client for iOS/Android mobile devices
- High-quality point-to-point video capabilities
- Analog device/hard endpoints support
- Immersive audio, web, and video collaboration
- Secure code access conferencing from anywhere

Achieve more, increase value, and be prepared with Avaya OneCloud™

Get started today: www.avaya.com/en/contacts



About Avaya

Businesses are built by the experiences they provide, and every day millions of those experiences are delivered by Avaya Holdings Corp. (NYSE: AVYA). Avaya is shaping what's next for the future of work, with innovation and partnerships that deliver game-changing business benefits. Our cloud communications solutions and multi-cloud application ecosystem power personalized, intelligent, and effortless customer and employee experiences to help achieve strategic ambitions and desired outcomes. Together, we are committed to help grow your business by delivering Experiences that Matter. Learn more at www.avaya.com.