



# ETK networks Kunden-Webcast

23.März 2023

# Die Referenten stellen sich vor



**Guido  
Steffens**



**Thomas  
Giess**

# Agenda

- Avaya update
- Cloud-Modelle in der kaufmännischen Betrachtung
- Roadmap Strategy 2023
  - Bewährtes beibehalten – erforderliches hinzufügen
  - On-Premise, Hybrid, Cloud





# Avaya update

# Update 22.03.2023



The screenshot shows a newsroom article on the Avaya website. The header includes navigation links: INSIGHTS, Blog, Videos, Customer Stories, Newsroom (highlighted), Executive Briefing Centers, The Experience Podcast, Avaya Trust Center, Avaya Legal, and a 'Get in touch' button. The article title is 'Avaya Completes Last Major Milestone of Financial Restructuring; Secures Court Confirmation of Prepackaged Restructuring Plan on an Accelerated Basis'. Below the title are social media share icons for Twitter, Facebook, and LinkedIn. The main text of the article is partially visible, starting with 'Company to Emerge from Restructuring Process with Significant Financial Strength and Ample Liquidity to Accelerate Investment in Avaya's Leading Cloud Communications Portfolio'.



## Customer Letter

March 22, 2023

Dear Valued Customer,

I have great news to share: we have **completed the last major milestone in Avaya's Financial Restructuring**. Earlier today, the court confirmed our prepackaged restructuring plan on an accelerated basis. We are excited to move forward as a well-capitalized company with one of the strongest balance sheets in our industry.

When we initiated this process last month, we set out to strengthen our company, position Avaya for long-term success and provide substantial additional resources to invest aggressively in our innovative products and solutions. With the court's confirmation of our plan, **we have achieved all of our goals for this process**.

Implementing the confirmed plan will reduce Avaya's total debt by more than 75% and increase our liquidity position to over \$650 million. This will provide significant flexibility to **build on our competitive industry position, strengthen our partner ecosystem and better meet the needs of our customers through further investment in our cloud-based communications portfolio and cutting-edge, long-range product roadmaps**.

We will emerge from this process as a private company, and our investors will be the new owners of Avaya. **I will continue in my role as CEO, and the ownership transition will have no material impact on our strategic direction or day-to-day operations**. Our investors recognize the strength of the Avaya brand, and our ability to move through this process quickly and efficiently reflects their strong support.

In terms of next steps, we expect to implement the restructuring plan and formally emerge from this process in the coming weeks, and we will let you know when that has occurred. In the meantime, you can find additional information, including FAQs, on our restructuring website at [www.AvayaRestructuringInfo.com](http://www.AvayaRestructuringInfo.com). As always, if you have further questions, please reach out to your usual Avaya representative.

Thank you for your continued trust, partnership and support. We look forward to continuing to serve you with innovative solutions that deliver ongoing business value.

Best,

Alan Masarek  
Chief Executive Officer



# Cloud im Focus

# Unternehmen erhöhen Cloud Transformationsziele für 2025



**IST 2022**



**Ziel 2025**

Quelle: bitkom Cloud-Monitor 2022

# Welche Ziele werden mit der Cloud Strategie verfolgt?



Quelle: bitkom Cloud-Monitor 2022



# Wo entstehen die Kosten?

## Investitionen:

- Serverhardware
- USV
- Lizenzkosten / Upgrades
- Stromverbrauch / Kühlung
- Platz
- Wartungsverträge

*Fehlende Skaleneffekte  
durch Fokus auf Cloud*

## Aufwände

- Betreuungsaufwand durch IT Abteilung

# Reduzierung CO2 Emmissionen

**100%**

C02-freier  
Strom aus  
regenerativen  
Quellen  
(häufig)

**94%**

Reduzierter  
Stromverbrauch\*  
gegenüber  
Vor-Ort  
Systemen

**75%**

Reduzierte  
Hardware\*  
gegenüber  
Vor-Ort  
Systemen

# Die ideale Cloud Telefonie

## Cloud Infrastruktur ...

- Hochverfügbarkeit und Ausfallsicherheit
- Hohe Flexibilität
- Hohe Sicherheit
- Management / Überwachung
- Einfache Einbindung von Home Office und mobilen Benutzern

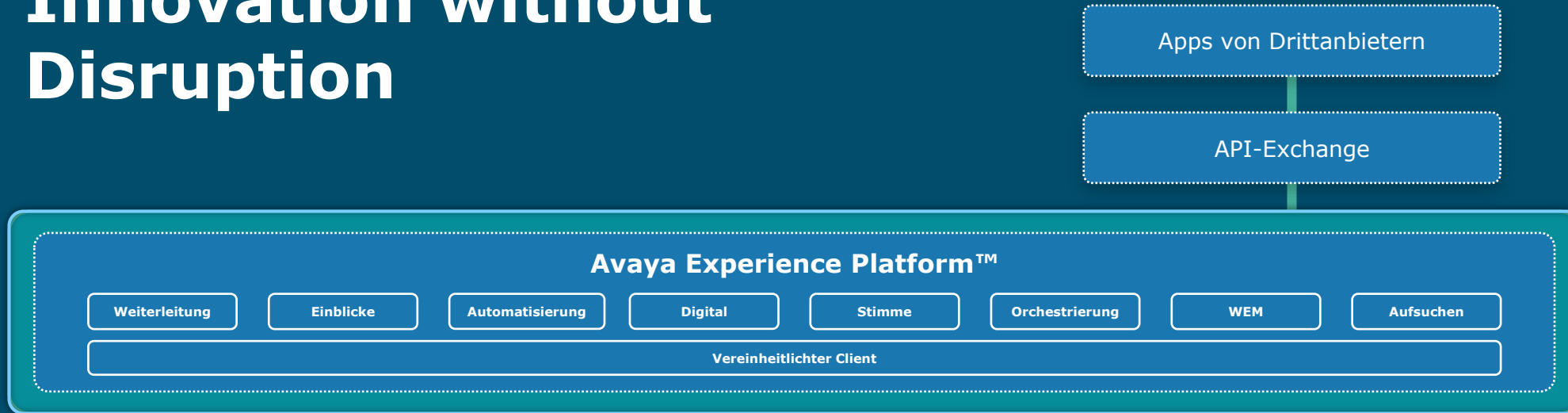
## ...ergänzt um Subscription

- Kein Investition – wiederkehrende Kosten
- Upgrades/Updates enthalten
- Security Patches
- Flexibilität
- KRITIS-Anforderungen

## Übernahme bestehender Hardware

- Investitionsschutz

# Innovation without Disruption



Kontinuierliche Innovation

## On-Premise

- Avaya Dienste
  - Avaya Call Center Elite & Avaya Aura®
  - Avaya Aura® Contact Center
- Avaya IP Office™

## Hybrid

- Avaya Enterprise Cloud™  
(Avaya Aura & Call Center Elite auf Microsoft Azure)

## Cloud

- Avaya Cloud Office® von RingCentral

Flexibler Einsatz

# Avaya Spaces

The screenshot displays an Avaya Spaces video conference interface. At the top, the meeting title is "ETK networks". The interface includes a main video feed for "Hermann" (blurred), a gallery view of three other participants: "Markus Bönninger", "Thomas Giess", and "Richard Alexy\_ETK networks". A sidebar on the right shows a list of participants: "Guido Steffens" (Besitzer), "Markus Bönninger" (Admin), "Thomas Giess" (Gast), "Richard Alexy\_ETK..." (Gast), and "Hermann" (Gast). The bottom control bar contains icons for "KI-Rauschentfernung", "Gespräch beenden", "Teilen", "Kamera deaktivieren", "Mikrofon aus", and "Weitere Optionen".



# Was ist Avaya Spaces?

## Collaboration & Live-Meeting Lösung aus der Cloud

- Browserbasierte Video- & Telefonkonferenzen, Chat, Dateiaustausch und Aufgabenverwaltung
- Intuitive Bedienung auf allen Geräten
- Weitreichende Sicherheitsmerkmale



## Funktionsumfang:

- 61er Video-Layout auf allen Geräten
- Immersive Sprecher
- Direct Calling/Video Calling
- KI Rauschentfernung
- Raise Hands/ Mute All
- Whiteboard
- Warteräume



# Wie man Spaces am besten nutzt...

## *auch mit Partnern oder Kunden*

1

### Sofortmitteilungen

- ✓ Schnelle Prüfung oder Abstimmung
- ✓ Sofortige Einigung
- ✓ Alternative zu E-Mails

All-in-One  
Lösung

8

### Video Besprechungen

- ✓ Schnelle Lösungsfindung
- ✓ Erhöhte Produktivität
- ✓ Reduzierung von Reisen & Kosten

2

### Gruppen-Chat

- ✓ Gemeinsame Informationen, Neuigkeiten
- ✓ Ankündigungen

7

### 1:1 Video Anrufe

- ✓ Ad-Hoc oder ungeplante Anrufe
- ✓ Reduzierung der Telefonkosten

3

### Dateien teilen; Ad-Hoc

- ✓ Prüfung, Genehmigung, Dokumentation
- ✓ Vermeidung von E-Mail-Fluten

6

### Aufgaben verwalten

- ✓ Aktivitäten zuweisen oder nachverfolgen
- ✓ Einfaches Teilen von Aufgaben mit Spaces Nutzern

4

### Dateiablage in "Beiträge"

- ✓ Dateien, Bilder, Videos, Nachrichten, Auszeichnungen, Texte, Hyperlinks
- ✓ Bequemer Zugriff unter "Beiträge"

5

### Dateien teilen

- ✓ Auch in "Public Spaces"
- ✓ Schnellste Methode zum Teilen
- ✓ Vermeidung von Drittanbieter Apps



# Avaya Spaces Subscription Plans

Included  
with Avaya  
Subscription &  
Avaya Enterprise  
Cloud

## Basic → Essential Spaces

- Voice & Video Conferencing
- 100 Participant Meetings
- (2) 60-minute meetings / 24 hours
- See 5 Participants
- Desktop & Application Sharing
- Chat & Messaging
- File Sharing (1 GB / 30 days)
- Task Management
- Application Integrations & API

## Core → Business Spaces

- All Essential Capabilities PLUS
- Spaces to Spaces Video Calling
- Enterprise Calling Integration
- AI Noise Elimination
- 200 Participant Meetings
- Unlimited Meeting Duration
- See 34 Participants
- Video Room System Integration
- File Sharing (Unlimited)
- Manage Users by Domain

## Power → Power Spaces

- All Business Capabilities PLUS
- Immersive Presenter
- Virtual Backgrounds
- 1,000 Participants in Meeting
- See 61 Participants
- Recording
- Phone Dial-in



# Außergewöhnliche Erlebnisse durch Innovation



Download E-Book:  
[Digitale Transformation im Kundendialog](#)

# Liefert außergewöhnliche Erlebnisse durch Innovation

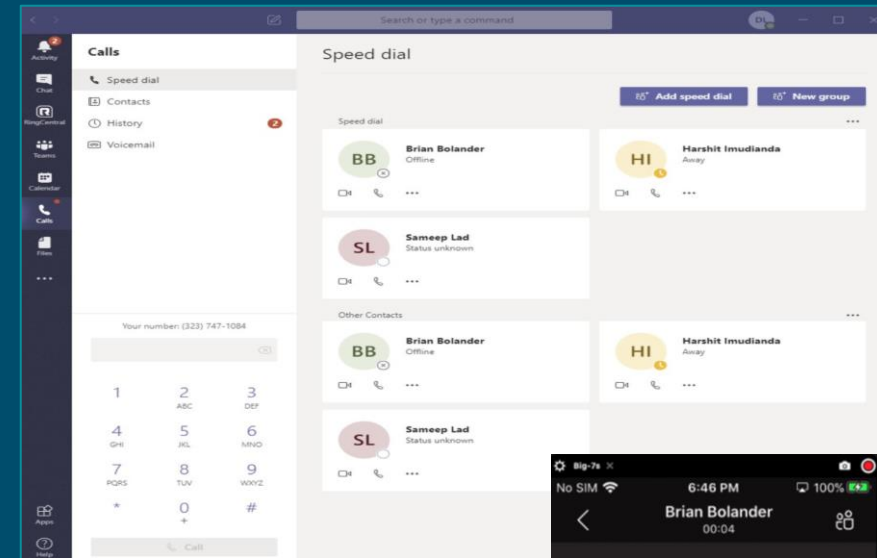
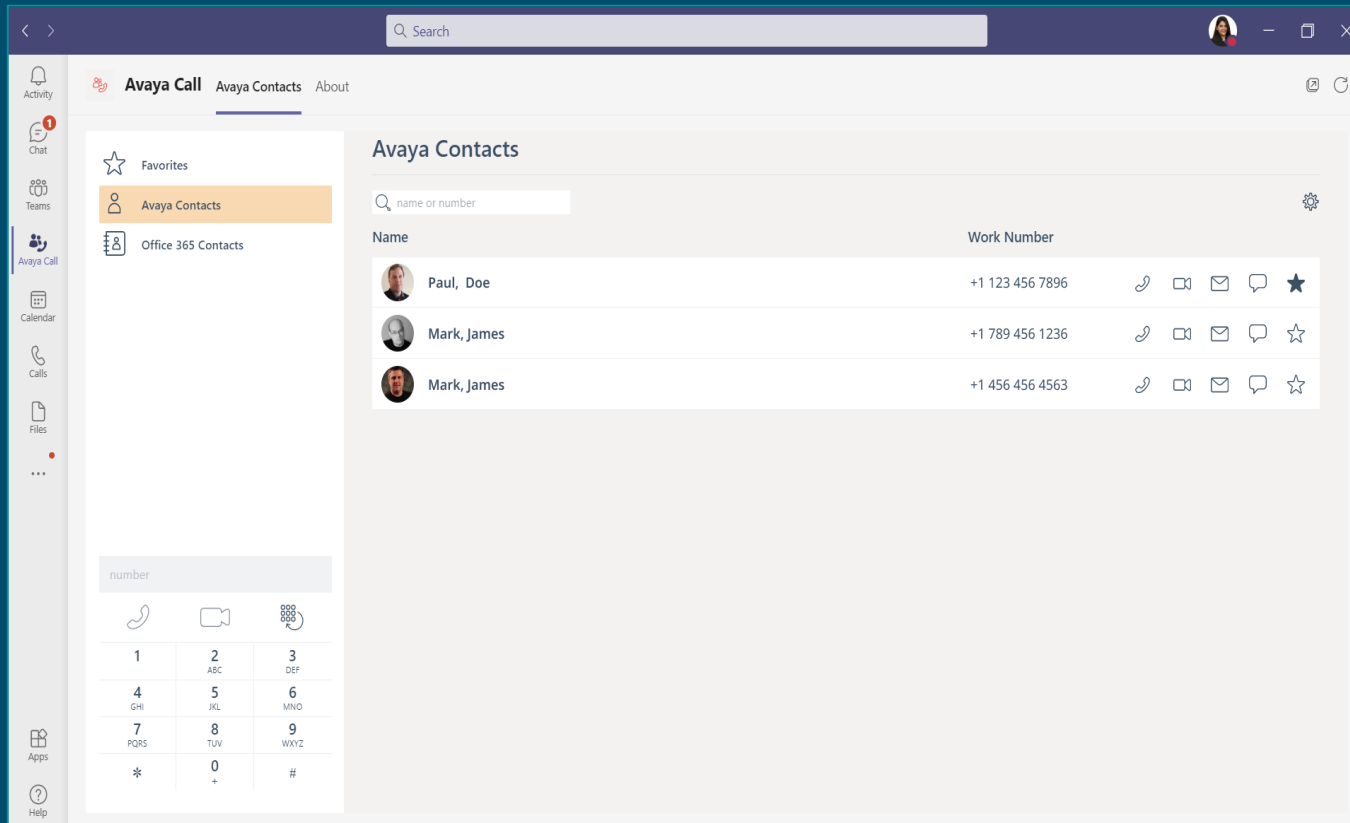
**AVAYA**  
Experience  
Platform™

- **Innovation** aus der sicheren Cloud für **Konsistenz und Geschwindigkeit**
- **Cloud First** dank Avaya IP
- Digital, Voice or All Media **package bundles**
- **Avaya SIP Trunking** oder Bring Your Own Carrier
- **Entfernte Niederlassungen** und Heimarbeiter
- **Keine zusätzliche** Hardware oder Software
- Automatisch **neue Features** erhalten
- **Skalieren** wie es Ihnen passt
- **Sorgenfreie** Bereitstellung

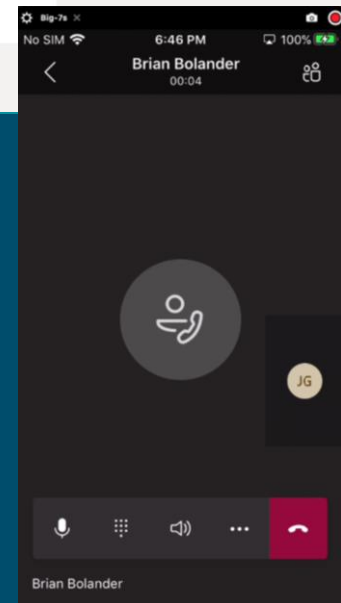
**Avaya macht es einfach**

# Integration mit Microsoft Teams

## Auswahl von Lizenzierung und Flexibilität



**Direct Routing**  
**Native Teams**  
**Erfahrung**



**Teams Browser Integration und Plug-ins**

AVAYA

Experiences  
That Matter

[www.avaya.com](http://www.avaya.com)