

# ADD VALUE WITH AVAYA

## SYNNEX: Supporting Avaya Partners from Beginning to End

Whether you're just getting started with Avaya or have exceeded your personal bandwidth, SYNNEX can support you from the first to last mile of an Avaya deployment.

Through SYNNEX's SERVICESo/v division, you'll have access to pre-sales support, installation services, and post-sales support, ensuring you – and your customers – have confidence in the entire Avaya solution.

Our engineers are trained across the full portfolio – including data, voice, video, and contact center products. SERVICESo/v will guide you through any deployment project by evaluating each opportunity with you and your end user. We can provide:

### Pre-sales support

- Product recommendations and design support
- Site surveys
- Network assessments
- Network planning and design

### Training

- On-site or remote training for:
  - System administration
  - System implementation
  - End users
- Train-the-trainer model available, ensuring you can educate future customers on their Avaya solution

### Project Management

- Inventory staging
- Management of large roll-outs to dozens or even hundreds of sites

## Benefits of Leveraging SERVICESo/v

- Allows you to avoid adding headcount expense
- Lets you capture more of your customers' business
- Ensures you don't have to walk away from an opportunity due to project size, scope or location
- Creates recurring revenue services streams for your company

### Installation Support

- Authorized and certified for installations across entire Avaya portfolio
- Remote, onsite, or staged installations
- Nationwide coverage

### Post-Sales Support

- Remote technical support and troubleshooting
- Replacement parts
- Ability to dispatch technicians nationwide

Put SYNNEX's Avaya expertise to work for you!  
Contact us at:

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