



AVAYA

Avaya Maintenance

A C1 Managed Service

Maximize the performance, reliability, and longevity of your Avaya enterprise communications system with C1's comprehensive Avaya Maintenance service. Designed to support businesses of all sizes, our expert staff ensure your Avaya system remains at peak operational efficiency, delivering unparalleled value and continuity to your business operations.

Key benefits of the C1's Avaya Maintenance service include:

1. Enhanced system reliability with 8 x 5 or 24 x 7 remote support with optional on-site dispatch.
2. Minimized downtime with access to a team of Avaya-certified technicians available when you need them resolve any issues swiftly.
3. Regular updates, ensuring your system is always up-to-date with the latest patches and firmware updates to prevent vulnerabilities and enhance performance, with optional hardware parts and phone set replacement.
4. Predictable budgeting with fixed maintenance costs that help in planning and managing your IT budget more effectively.

Plans tailored to your specific system and business needs

Avaya Communications Manager & CS1000

	Silver		Gold	
	Remote	On Site	Remote	On Site
8x5 (switch only)	✓	✗	✓	✓
8x5 (switch and sets)	✓	✗	✓	✓
24x7 (switch only)	✗	✗	✓	✓
24x7 (switch and sets)	✗	✗	✓	✓

Avaya IP Office

	Silver	
	Remote	On Site
8x5 (switch and sets)	✓	✗
24x7 (switch and sets)	✓	✗
Managed Services	✓	✗



Support and service you can count on



8x5 or 24x7 Technical Support

Choose the right support plan based on your hours of operation.



Remote and On Site

Remote support and delivery and on-site dispatch support options.



Switch and Sets

Options for switch only support or switch and handset support options, including switch hardware and handset swapping.



Managed Services

Fully managed system monitoring, MACD, and release management.

Available for Avaya IP Office only

When it comes to support and maintenance, C1 is the best in the business.

6,200+

customers supported in 30,000+ locations globally

80,000+

incidents managed monthly, with a 98% in-house resolution rate

700+

in-house engineers with over 1,000 industry certifications

6,000+

proactively managed alarms monthly

AVAYA

C1 has been recognized as Avaya Enterprise Partner of the Year for 17 consecutive years.

About C1

C1, the global technology solution provider elevating connected human experiences, is transforming the industry by creating connected experiences that make a lasting impact on customers, our teams, and our communities. More than 6,000 customers use C1 every day to help them build meaningful connections through innovative and secure experiences. C1 collaborates with many of the Fortune 1000 companies and public sector organizations along with other key global industry partners to deliver solutions with a total lifecycle approach. C1 employs more than 1,000 engineers who collectively hold thousands of industry certifications throughout North America and India, including three Customer Success Centers. Learn more at onec1.com.

