



# End of Sale Notice

**Notification Date:** 01-Jan-2015  
**Effective Date:** 06-Jul-2015  
**Subject:** End of Sale for Media Processing Server 4.1  
**Theatre/Region:** All

## Revision History

Revision Date	Reason for change
01-January-2015	Initial version

## Summary

Effective 06 July 2015 Avaya will no longer sell (make commercially available) new Media Processing Server (MPS) 4.1 systems to new customers. Expansions for existing customer installations will be made available until 04 July 2016.

Traditional IVR solutions were invented before the web, mobile and social media became pervasive in how consumers communicate with companies. Avaya continues to evolve along with customer needs by providing Avaya Aura<sup>®</sup> Experience Portal, one unified platform for orchestrating inbound and outbound interactions across self-service voice, email, SMS/text, video and web channels, with seamless escalation to agent-assisted service. Experience Portal is available in cloud and hosted deployment models. Customers are strongly encouraged to take advantage of the migration offers available to Experience Portal.

## Discontinued Order Codes and Migration Strategy

### Discontinued Codes

Because system expansions are supported until 04 July 2016 no codes are being discontinued at this time. This document will be updated to indicate codes being discontinued at a later date.

Please note 04 July 2016 is also the date until class A spare parts can be ordered.

### System Expansion post-End of Sale

New system sales will end on the date indicated, however, for some products, the capacity of installed systems may be increased based on the continued availability of order codes for any System Expansions.

Additions and expansions to existing systems will be supported until 04 July 2016.



## Migration Strategy

Avaya Aura Experience Portal is central to all Avaya Contact Center deployments and in the future all new features and functionality will be provided from that platform. Customers are strongly encouraged to migrate to Experience Portal.

The migration offer to Experience Portal for MPS customers is defined under the “Orchestrate your Future”<sup>™</sup> program. Customers are encouraged to contact their Avaya Account Team or Partner to take advantage of:

- Avaya offering migration of port licenses from MPS to Experience Portal at an attractive price
  - o Actual pricing is even more attractive with a maintenance contract in place
- MPS customers with maintenance will receive an Experience Portal starter package Free of Charge (Services not included)
- Avaya Professional Services and ISV/SI partners are available to consult and support redesign of MPS application in the process of migrating them to the Avaya Aura experience Portal

Complete details of migration offers as well as for the Avaya Aura Enterprise Portal are available on the Avaya Sales Portal. Please check with your Avaya representative or business partner for details.

*\* Offer valid from August 20, 2014 to August 31, 2016. Avaya may cancel, suspend, amend, modify, revoke, or terminate this promotion, in whole or in part, for any reason, at any time, with reasonable notice. Orchestrate Your Future cannot be combined with any other promotion, program, or special offer except Avaya Financial Services lease and finance offers, and the Authentic Avaya program.*

## Schedule

End of Sale (new systems)	06-Jul-2015
Last day to purchase system expansions	04-Jul-2016
End of Manufacturer Support for SOFTWARE ** ***	02-Jul-2018
End of Manufacturer Support for HARDWARE **	02-Jul-2018 Individual life cycle announcements might be issued for certain hardware.
Last day to purchase a new Avaya services contract **	Per GSS – separate communication at later date
Targeted End of Services Support****	01-Jul-2021

*\*\* Per Avaya Product Lifecycle Policy*

*\*\*\* Please note that 3<sup>rd</sup> party software e.g. operating systems or speech software do have their own product life cycle independent of MPS*

*\*\*\*\* Avaya Services may revise the Target End of Services Support date based on the availability of quality repair parts and/or technical support expertise. Customers should always consult any available product Services Support Notices for final information on product supportability.*

## Service and Warranty

Avaya will continue to honor previously executed enhanced warranty, post-warranty and service contracts in accordance with the terms of those agreements. Avaya is not responsible for any support or maintenance commitments made by Business Partners or other service providers. Additional information concerning Avaya Services can be found on the [Services Offer Information](#) Web site.



Renewals of existing Avaya service contracts covering this product will be continued until the Targeted End of Services Support date.

### **Additional Information**

Avaya website:

<http://www.avaya.com>

Avaya End-of-Sale Notices:

<http://support.avaya.com>

Avaya Product Lifecycle Policy:

<https://support.avaya.com/css/P8/documents/100081098>

or

<http://support.avaya.com> >> More Resources >> More >> Avaya Product Lifecycle Policy