What You Need to Know About
Avaya Intellectual Property

Avaya Client Services

When the time comes to install or download updates to your Avaya software, how confident are you that you or your service partner has authorized or legal access to those updates? For that matter, how confident are you that your Avaya support coverage authorizes software patches across the enterprise – and not just at the location that has maintenance coverage? Some companies are finding that the answer to those questions have put their businesses at risk.

As we perform software audits of clients around the world, we often discover that many organizations have unknowingly installed unauthorized software patches, or that they rely on a non-Avaya authorized partner to apply patches illegally. Both scenarios have one very serious element in common: they involve software piracy which results in stealing Avaya intellectual property (IP). The download and application of unauthorized software patches or updates can leave your communications infrastructure at risk and place your company in the uncomfortable position of being out of compliance with the contractual terms of your End User License Agreement (EULA). Without Avaya support coverage in place, you or your Avaya Authorized partner are unable to access critical software updates, thereby weakening your network’s security and the performance of your communications system.

Unauthorized maintenance providers (UMP) typically do not broadcast the fact that they are not authorized to access Avaya’s intellectual property, but it’s a very real risk that clients need to be aware of. Service companies that are unauthorized to access and apply software updates include Continuant, Morgan Birge and Atlantic Telecom, among others. Don’t be misled by a non-Avaya authorized partner by dealing with an UMP. Avaya strongly recommends that you ensure you are doing business with an Avaya Authorized partner if you have not purchased service directly from Avaya. For a list of Avaya Authorized partners please access: http://www.avaya.com/usa/partner-locator

Benefits of Avaya IP compliance

Achieving software – or IP – compliance begins with support coverage through Avaya or through an Avaya Authorized partner when the partner purchases a maintenance agreement (Manufacturer support) from Avaya to support your business. By activating a maintenance agreement, you or your Avaya partner will have access to critical software patches that will keep your infrastructure current, operating efficiently and more secure. Other benefits include:

- **Peace of mind.** Avaya maintenance agreements ensure your enterprise will always have access to the latest software patches, and you’ll avoid software audits of your Avaya infrastructure.

- **Enhanced Web services.** Access a comprehensive collection of online tools and Avaya-based information sources to help you resolve issues quickly, access knowledge and improve your system performance 24 hours a day:
  - Web ticketing and intelligent routing for faster service response
  - HealthCheck reports to improve your administration and performance
  - InSite knowledge base for access to in-depth product information
  - Case Status Alerts to keep you informed about the progress of your cases
  - Support Forums, to expand your knowledge, resources and network
  - My Reports for customized reports on your systems
  - Avaya Software Compatibility Audit (ASCA) to quickly compare your software and firmware to available updates

- **Insurance for your network.** What happens if your switch goes down and employees...
can’t communicate? With an Avaya maintenance agreement in place, you can tap resources that enable the healthy performance of your network. And if anything does go wrong, you have access to Avaya Tier 3 backbone engineering to help resolve the issue.

- **Review the Value of Avaya support coverage.**
  Need to justify the cost of a maintenance agreement to your top leadership? Periodically, your company can request a review of the tangible benefits, received from an Avaya Maintenance agreement. A comprehensive report of these benefits is summarized in the new, industry leading, “While You Were Sleeping 2.0” report, answering the question “How do I get the most out of my investment in Avaya support coverage?”

### Three steps toward software compliance

Avaya’s goal is to protect your investment and our intellectual property by working with clients, or their Avaya Authorized partner, to achieve Intellectual Property compliance for their Avaya software updates and patches. The path to compliance begins with three simple steps.

- **Step 1:** Confirm that you’re doing business with an Avaya Authorized partner if you have not purchased service directly from Avaya. Specifically, you need to verify that the company servicing your Avaya solution is an Avaya Authorized partner by going to [http://www.avaya.com/usa/partner-locator](http://www.avaya.com/usa/partner-locator)

- **Step 2:** If you are working with an Avaya Authorized partner, confirm that they have purchased manufacturer’s support for your organization and all of the applications requiring support. Only then, is the partner, authorized to download and apply software patches and updates to your system.

- **Step 3:** If you discover that your service partner is not authorized, or you find out that your Avaya Authorized partner does not have an Avaya maintenance agreement in place for your organization, call us at 1-800-247-7000 and ask for a free Avaya intellectual property status check. Through the status check, we can determine whether your company has an appropriate agreement in place, assuring peace of mind to your business.

If your company is out of Intellectual Property compliance and works with an Avaya Authorized partner, we will help you work with the partner to take the steps necessary to get your company back on track.

### Resources for Avaya clients and partners

Avaya has developed several resources to help you learn more about our end user license agreement (EULA) and other policies and practices related to our intellectual property.


### Learn more

To learn more about Avaya Client Services and our other award-winning solutions, talk to your Avaya Account Manager or Authorized partner. Also, visit us at [www.avaya.com](http://www.avaya.com).

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**About Avaya**

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, data solutions and related services to companies of all sizes around the world. For more information please visit [www.avaya.com](http://www.avaya.com).

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