

# COUNT ON CATALYST FOR ALL YOUR AGS NEEDS

Catalyst Telecom offers all levels of Avaya services that are available through the distribution channel.

We can help you quote and execute any Avaya Global Service. From the initial installation, to the long term maintenance agreement, to the professional support services your business needs, you can count on Catalyst to save you valuable effort and resources.

**AVAYA**

**BUSINESS PARTNER**  
AUTHORIZED DISTRIBUTOR

**Catalyst Telecom**<sup>®</sup>

**empowering solution providers**<sup>™</sup>

[www.catalysttelecom.com/ags](http://www.catalysttelecom.com/ags)

866.495.4638



Call in to the Catalyst Services bi-weekly conference call, where the Catalyst Services team will be available to answer any questions and discuss important service developments. Starting April 16th at 11:00 a.m.

Call 866.646.1850 / Passcode: 7714258. / Calls will occur every two weeks. Same time, place & passcode.

# WHY GO THROUGH CATALYST FOR YOUR AGS SERVICES?

## IT DOESN'T COST YOU A DIME:

- \* There is no charge and your Avaya commissions remain the same.

## IT HELPS CATALYST HELP YOU:

- \* By investing the money AGS pays us in programs to help you succeed.
- \* Allows us to invest in tools and resources to make the process simpler.
- \* Helps us continue supporting your business.

## YOU GET GREAT BENEFITS:

- \* Catalyst connects the dots with the BPC and ASC.
- \* Catalyst provides all tracking and follow-thru during the services order process.
- \* Quotes and CSAs are accurate and complete. For wholesale suggested retail and cost are quoted.
- \* Realigned and dedicated teams at Catalyst and BPC.
- \* The maintenance process burden is off your shoulders.

# AVAYA'S FULL RANGE OF SERVICE OFFERS INCLUDE:

## CONSULTING AND SYSTEMS INTEGRATION

- \* Complements your technical resources with experts skilled in implementing and optimizing technology investments.
- \* Builds on proven methodology, exceptional delivery, translating to profitable growth.
- \* Benefit from a single point of accountability for application implementation and integration.
- \* Extends your access to knowledgeable experts across multi-vendor communication applications.
- \* Ensures new solutions deliver intended value.

## HARDWARE AND SOFTWARE MAINTENANCE AGREEMENTS

- \* Commissions paid at point-of-sale, based on full contract value.
  - No impact when using Catalyst
- \* End user receives FULL warranty support, parts and labor, from Avaya, fulfills Partner Warranty obligation.
- \* Partner maintains the relationship.
- \* Customer satisfaction:
  - Reduces costly downtime.
  - Eliminates unbudgeted repair and support expenses.
  - Protects against security breaches.
- \* Allows you to focus on your core business:
  - Partner
  - End user customer

## PARTNER SUPPORT SERVICES

- \* Designed specifically for Business Partners:
  - Select the level of support you require to complement your offers.
  - Order per end user customer location/sales transaction.
- \* Increase their ability to compete by providing complete solutions.
- \* Eliminate the need to build a large technical staff.
- \* Expand their coverage.
- \* Eliminate the need to maintain a parts inventory.
- \* Escalate revenue growth.



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