Powered by IP Office

How to Quote, Order and Manage a Customer Account using Avaya One Source Cloud Services

January 2016

Avaya One Source Cloud Services - Overview

What is Avaya One Source Cloud Services?

- Avaya One Source Cloud Services is a Quoting, Ordering and Account Management tool that allows Distributors & Partners to manage the Avaya Cloud Offer. Powered by IP Office is our latest Cloud offer.

Key Features:

- Simplified & Repeatable Quote to Order Process
- Fully Automated Order Fulfillment Process with Ability to Track Orders
- Partner sales engineers or sales personnel can create quotation
- Partner purchasing agent can place order from within Cloud
- Self-Care Capabilities for Partners after order is processed from the Account Summary:
  - Manage Services for End Customer
  - Service Change (increases / decreases) / Disconnect / Renewal Orders / Move from Trial to Paid

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Powered by Avaya IP Office

- Avaya is introducing Partner hosted Powered by Avaya IP Office software, which is comprised of Avaya's proprietary IP Office (**IPO**) software to be hosted by a Partner in its datacenter and resold as the Partner's service offering to end customers ("**Partner Service**"). Avaya's offer will be referred to as **"Powered by Avaya IP Office".**
- Sold globally in all countries where IP Office offered
- Sold through service providers / system integrators, Tier-1 and Tier-2 Avaya Resellers.
- This offer is targeted at midmarket businesses with services hosted by service providers, system integrators, IP Office Business Partners and Distributors. The Powered by Avaya IP Office software supports cloud customers requiring support for 5-3000 users
- This offer is hosted by Partners in their data centers using OSS - Avaya Operations Support System
- The service includes IP Office Telephony or Unified Communications functionality for office users
- In order to quote or order this service, there is a Required Contract /Amendments: **Partner Hosted Cloud Services Amendment** which all Distributor, Reseller and Tier 1 Partners must execute with Avaya

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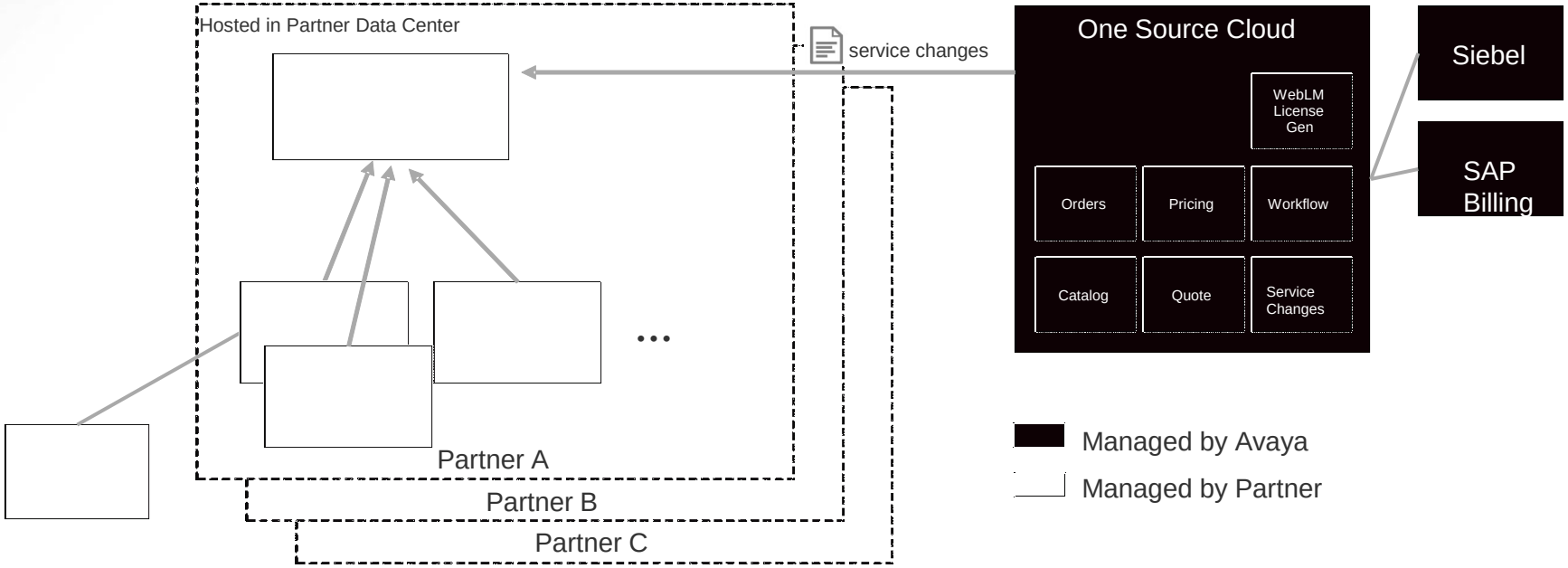
Architecture and Integration



- Hosting partners must purchase and install OSS – Avaya Operations Support System
- OSS links to OS Cloud via a user name (Link ID) and password
- OS Cloud will link to the hosting partner OSS for service and licenses integration and management

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Ordering OSS – Avaya Operations Support System

- All Hosting Partners need to order OSS prior to ordering Powered by IP Office licenses via OS Cloud – note, this code is merchandisable, and can be ordered through your standard ordering processes

Material Code	Description	List Price
381427	OPERATIONS SUPPORT SYSTEM R1.X	$0.00

- Once ordered details will be available in PLDS to direct hosting partners to download and install OSS on their data centers - https://plds.avaya.com/
- Note, in order to link a Partner's OSS to OS Cloud, an ITSS ticket is required. Details are within the OSS implementation guide, and as back up material in this document.

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“Powered by Avaya IP Office”

Pricing Summary

The Service is sold on a 12-month subscription basis using the following Avaya subscription monthly billing material codes:

Material Code	Description	List Price
385853	POWERED IP OFFICE TELEPHONY USER SUBS	$11.06 USD
385854	POWERED IP OFFICE UNIFIED COMMUNICATION USER SUBS	$17.88 USD

- Note, pricing is subject to change and is available via GPPC – our Global Product and Pricing Catalog

- There is no minimum order quantity
- A maximum of 3,000 licenses per end customer subscription / order

- The following currencies are supported by OS Cloud:
  - Australian dollar (AUD)
  - New Zealand dollar (NZD)
  - Canadian dollar (CAD)
  - Euros (EUR)
  - Great British Pound (GBP)
  - US dollar (USD)

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Billing

- Billing for the Service is monthly in arrears. The first invoice for a given subscription will be issued one month after the Order Start Date (Customer Requested Date). Avaya will issue a separate monthly invoice per end customer.
- While a 12-month Service Term is in effect, the Partner may add or reduce licenses for the remaining duration of the existing Service Term
- Additional Licensing:
  - Additional licenses are purchased under the same prices as the initial order. There will be no additional processing charges. If a special bid was approved with additional discounts, this pricing will apply to additions during the remaining term of the service.
  - If there is a price change during service duration, the new additions will be supported at the same price as the initial order.
  - For additions during a month, billing for those additions during that month will be pro-rated based on when the change was made during the month.
- License Reduction:
  - For reductions made during a month, the downgrade will be applicable for the next billing cycle
- Service Disconnect:
  - Services can be cancelled and additional fees will not be charged; however, final invoicing will occur during the next scheduled billing date for that service contract.

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30-Day Free Trial

- Partners will have the option to start the Service for each new end customer with a 30-day free trial.
- One Source Cloud will allow one free trial per subscription.
- Before any free trial can be ordered, Partners will need to have signed the requisite amendment for this Service .
- Distributors and Tier 1 Partners will be able to request conversion of a free trial into a paid subscription offer by updating the status in the One Source Cloud portal (changing its status from free trial to paid Partner Service and submitting the Purchase Order to move to a paid Partner Service). The conversion will take place at the end of the 30 days of free trial.
- During the free trial, the system functionality will be limited to 20 users (any mix of Telephony or Unified Communication users). Hosting Partners will be required to configure the software for the free trial. The user limit is removed when moving to the paid Partner Service.
- Distributors and Tier 1 Partners will be e-mailed notification on activation of the free trial period and Avaya will endeavor to email Distributors and Tier 1 Partners 15 and 25 days prior to completion of the trial to convert to a paid Partner Service.

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Change Orders (Increase / Decrease)

- A “Change” is deemed after the initial service subscription has been ordered and is already active.
- The offer is designed to be flexible, so the Distributor or Tier 1 Partner may add or reduce the Powered by Avaya IP Office software license subscriptions in the billing month using the One Source Cloud portal
- During the first 12 month PO period for an end customer, Distributor or Tier 1 Partner may procure the licenses from Avaya at the same price as the initial order for that end customer placed during that 12 month period.
- Increases or decrease of licenses for a given end customer, billing for the monthly period during which the licenses were added or removed will be prorated based on when the change was made during the month.
- **Note, quoting a “Change” will provide the increase / decrease to the re-occuring monthly fees; however, the change will not take effect until “Ordered” through OS Cloud**

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Powered by Avaya IP Office

- Quoting and Ordering
- Service Administration (Changes, Renewals, and Disconnecting Existing Service)
- Demo

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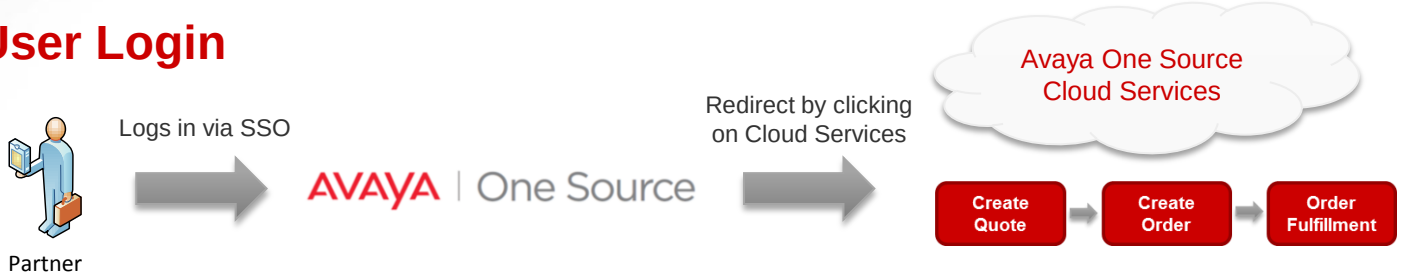
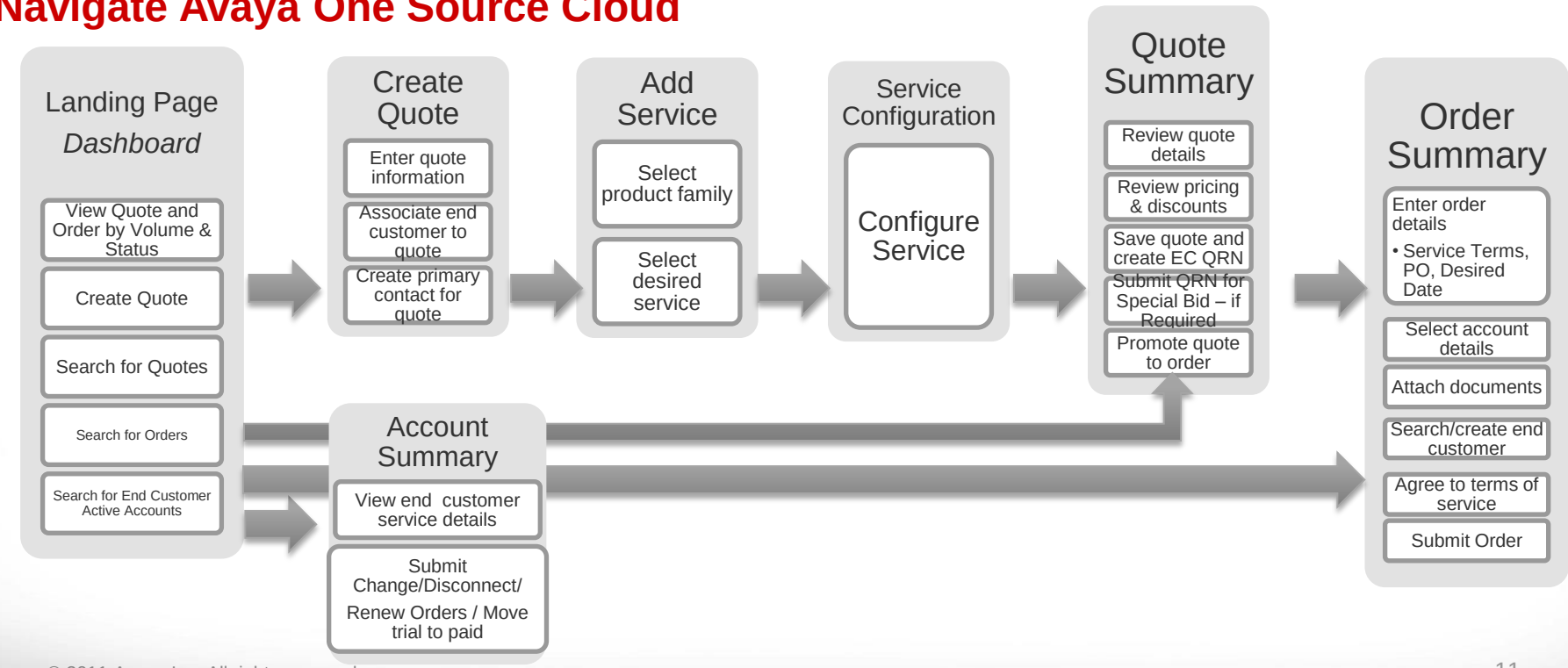
User Experience

User Login



Navigate Avaya One Source Cloud



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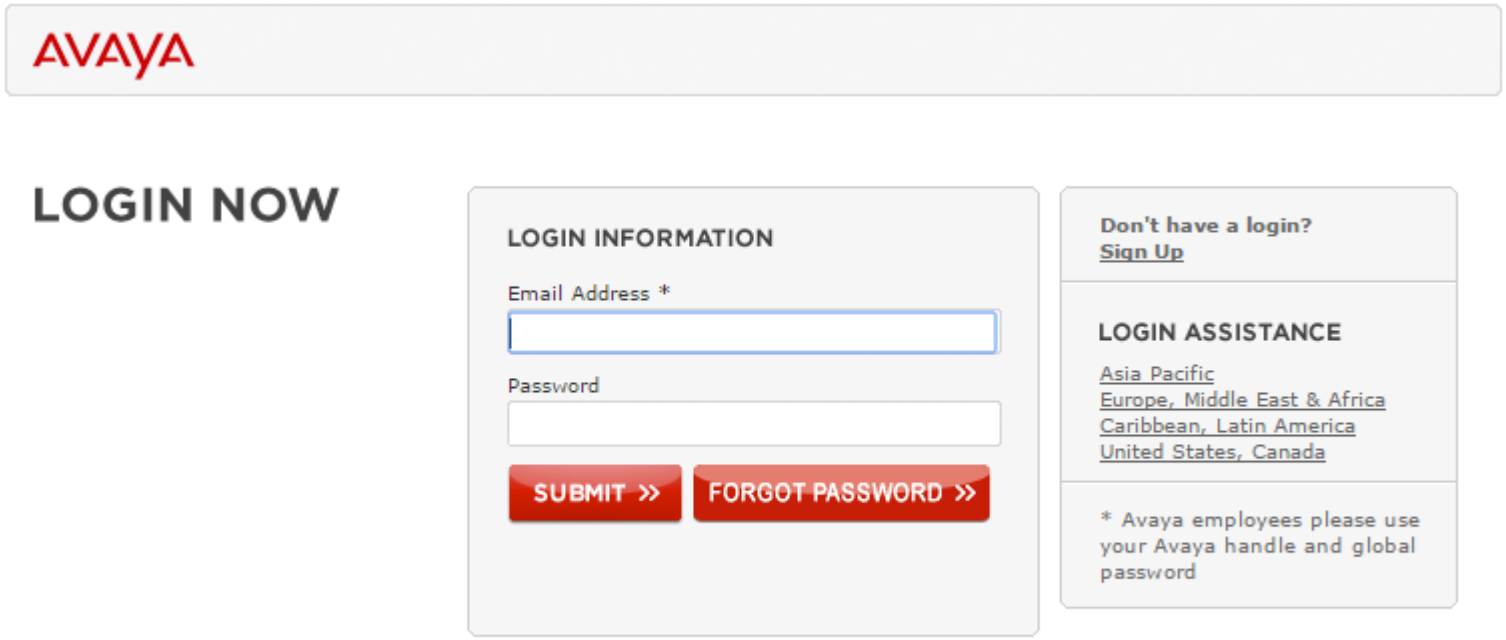
Log Into Avaya One Source Using SSO



www.avaya.com/ebizn - for US, Canada, LatAm and APAC
www.avaya.com/ebiz - for EMEA

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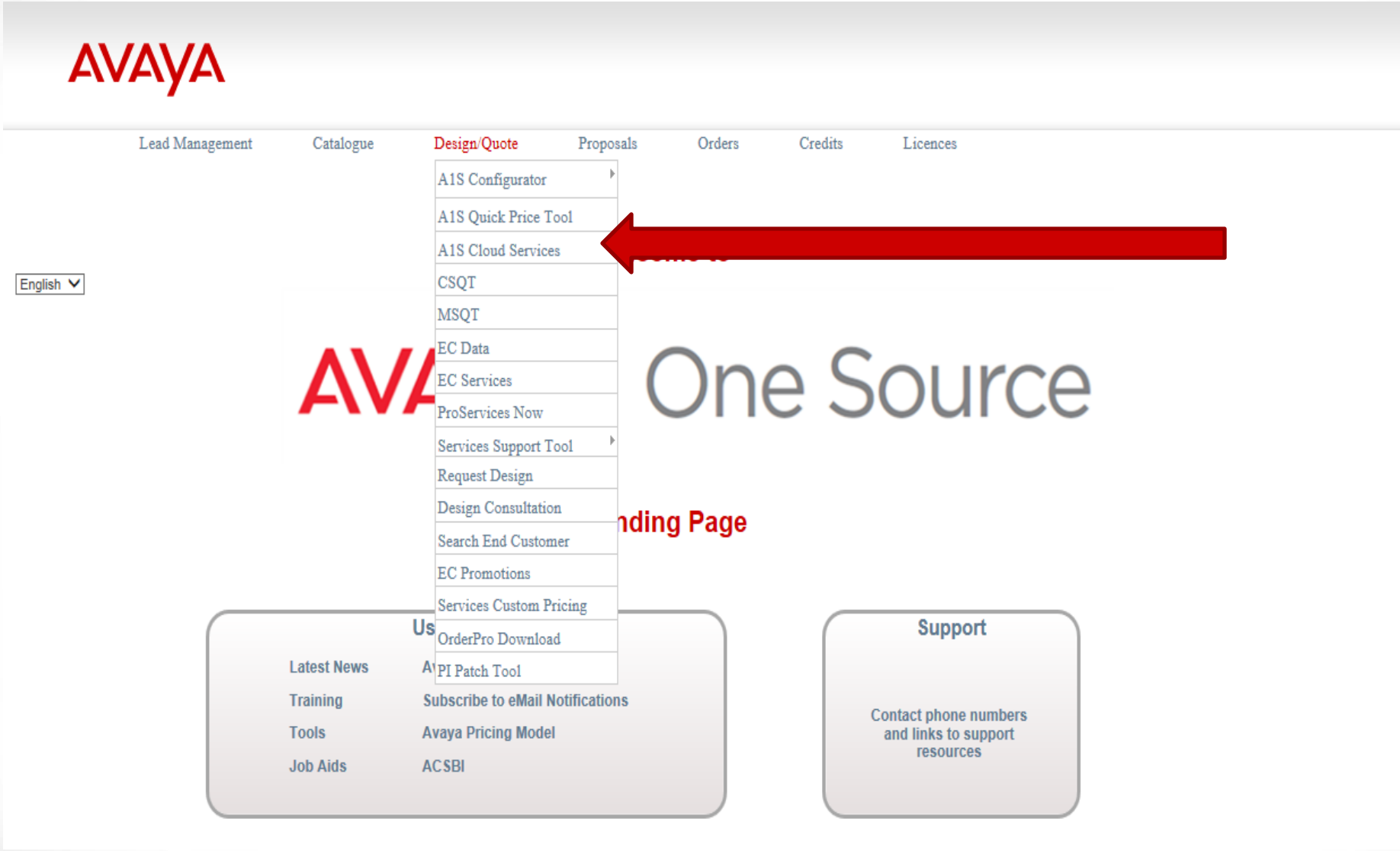
Under Design/Quote, Navigate to A1S Cloud Services



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Dashboard

- Start a new Quote or modify a Saved Quote
- Modify existing Service
- Manage renewals
- Complete a Saved Order

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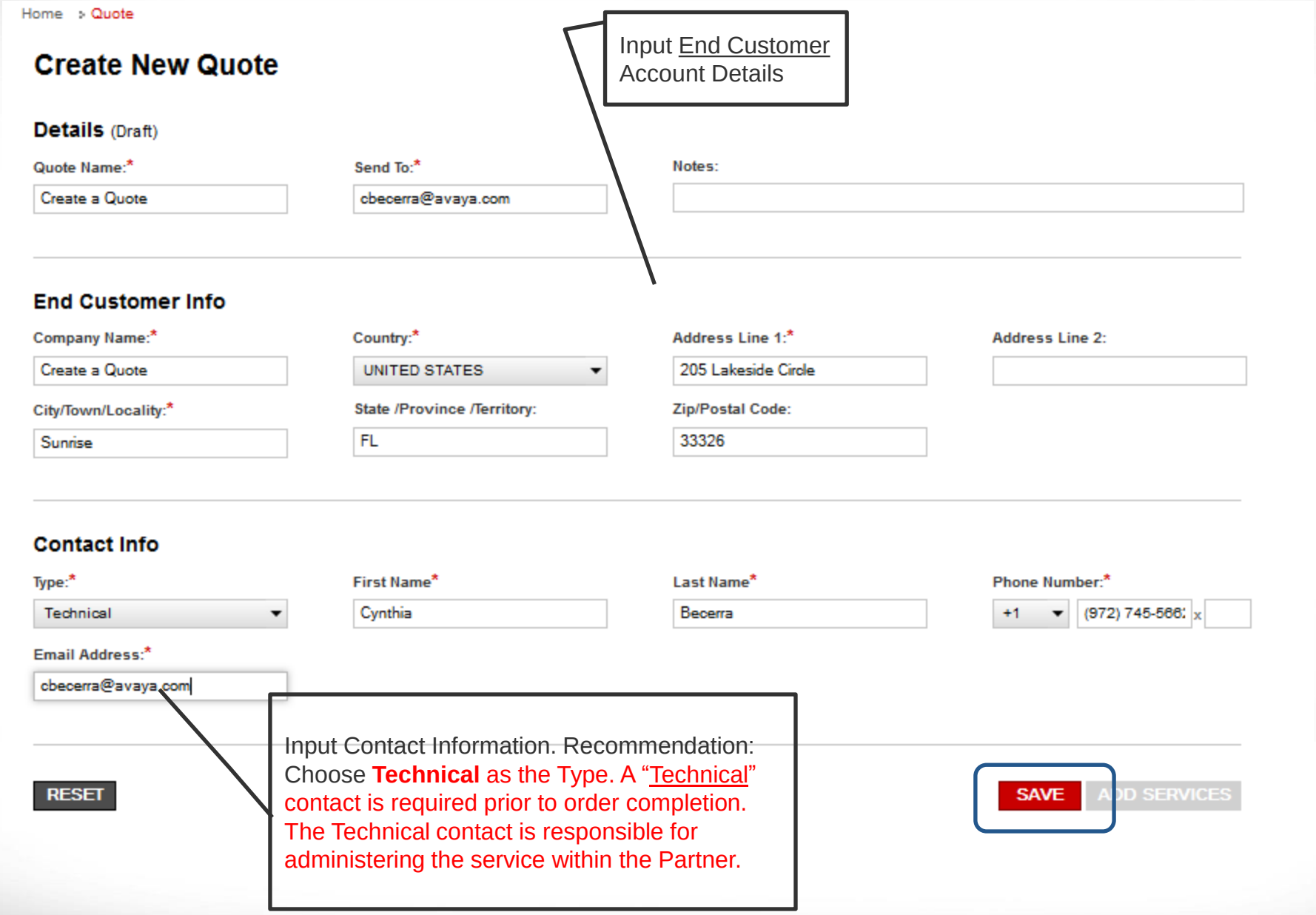
Start Quote



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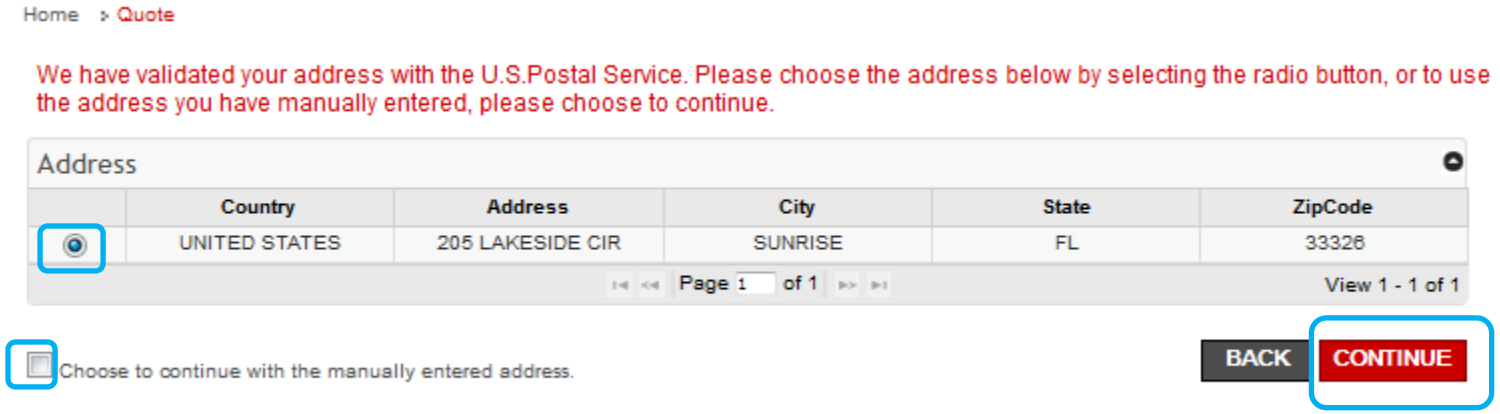
Address Check, in the US Only



Addresses will be validated against US Postal Service Database for Quotes in the United States. <Continue>

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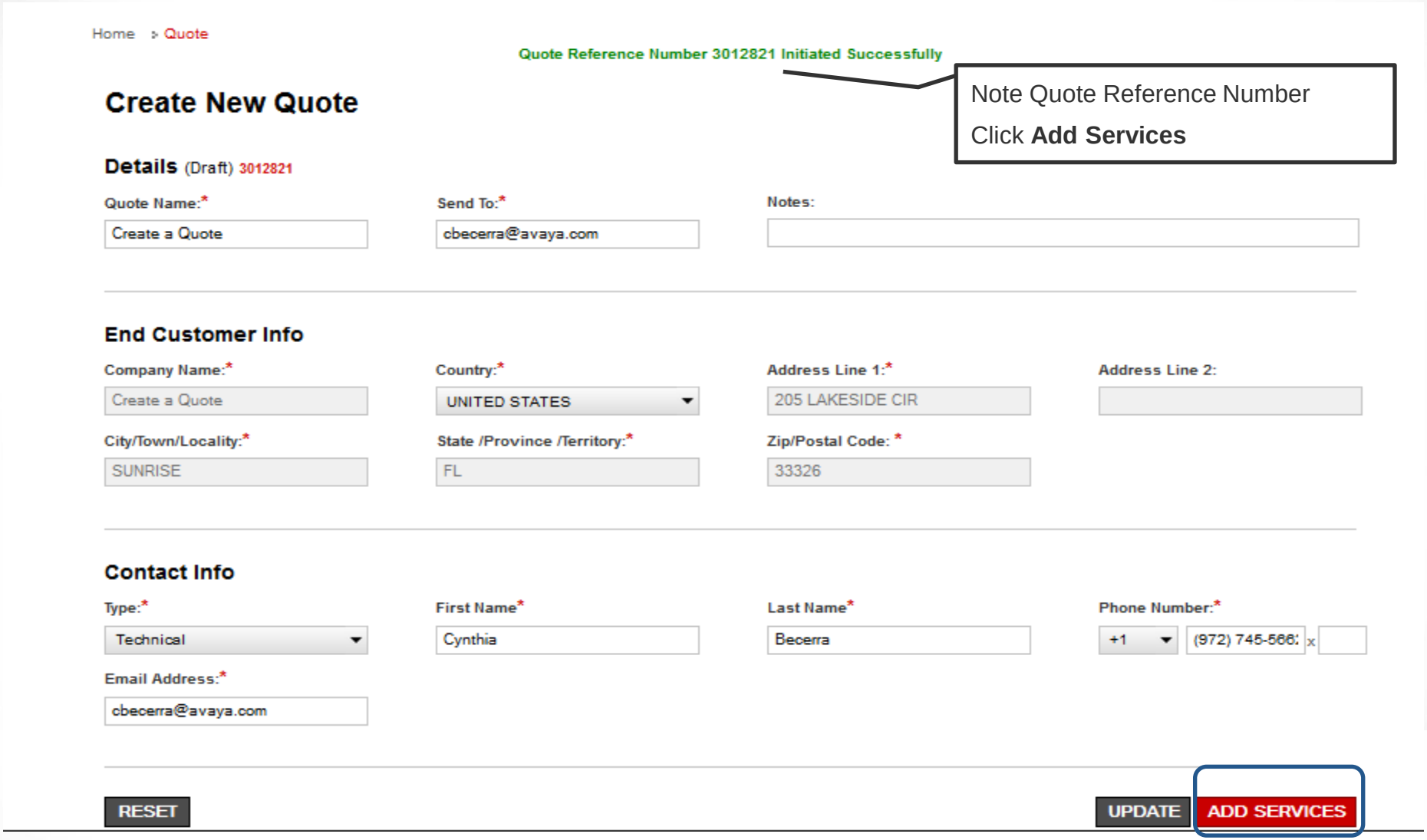
Quote Initiated Successfully



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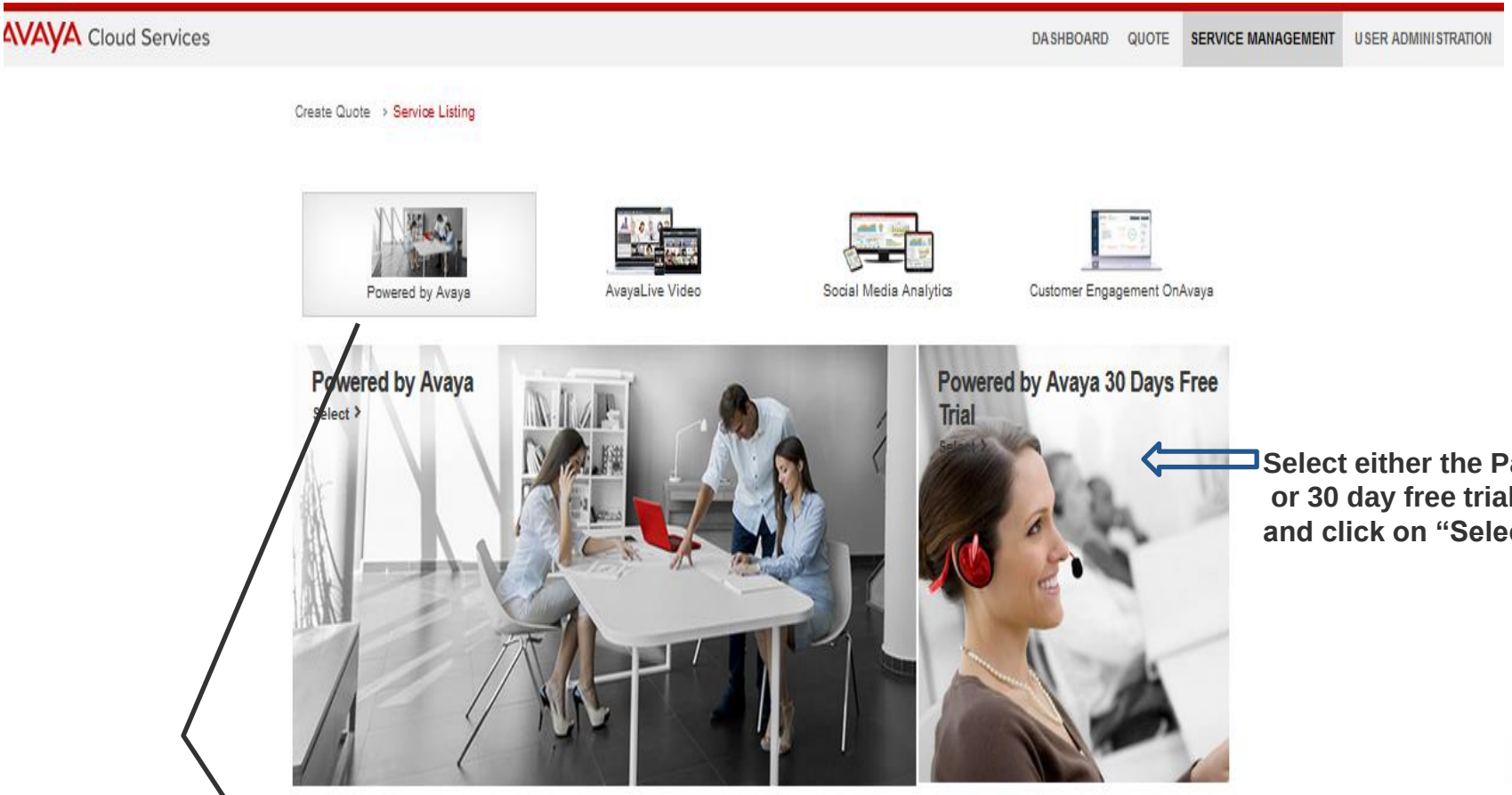
Under Service Listing, Click “Select” under desired Offer



Select either the Paid Offer or 30 day free trial, and click on “Select”

Partners not completing the Partner Hosted Amendment will be unable to access this service in order to quote. Once authorized – both paid and free trial offers are available.

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Powered by Avaya IP Office

- Quoting and Ordering
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- Demo
- Important Links and Support Information

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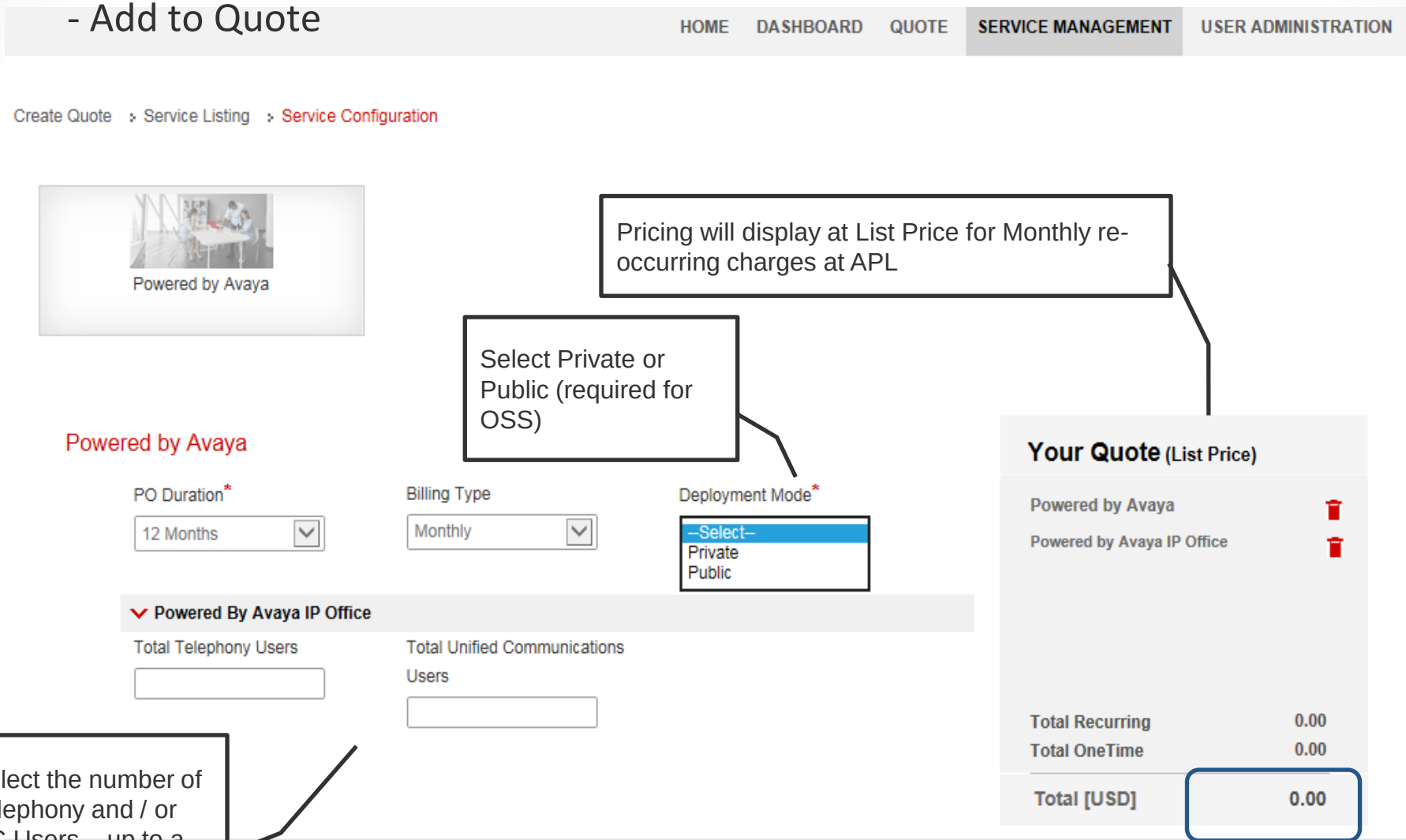
Service Configuration:

- Configure the Service for your Customer
- Add to Quote



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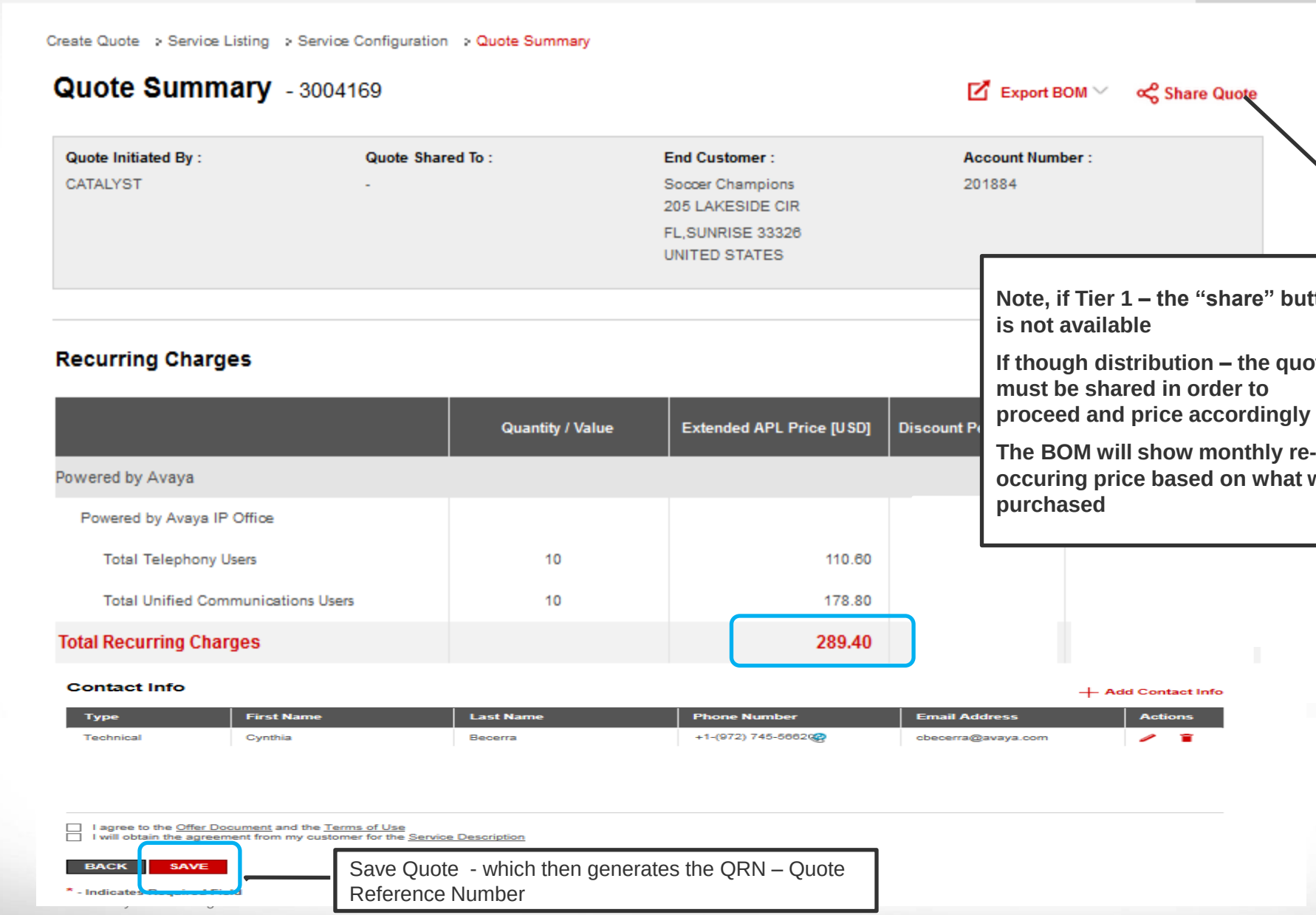
Quote Summary



Note, if Tier 1 – the "share" button is not available

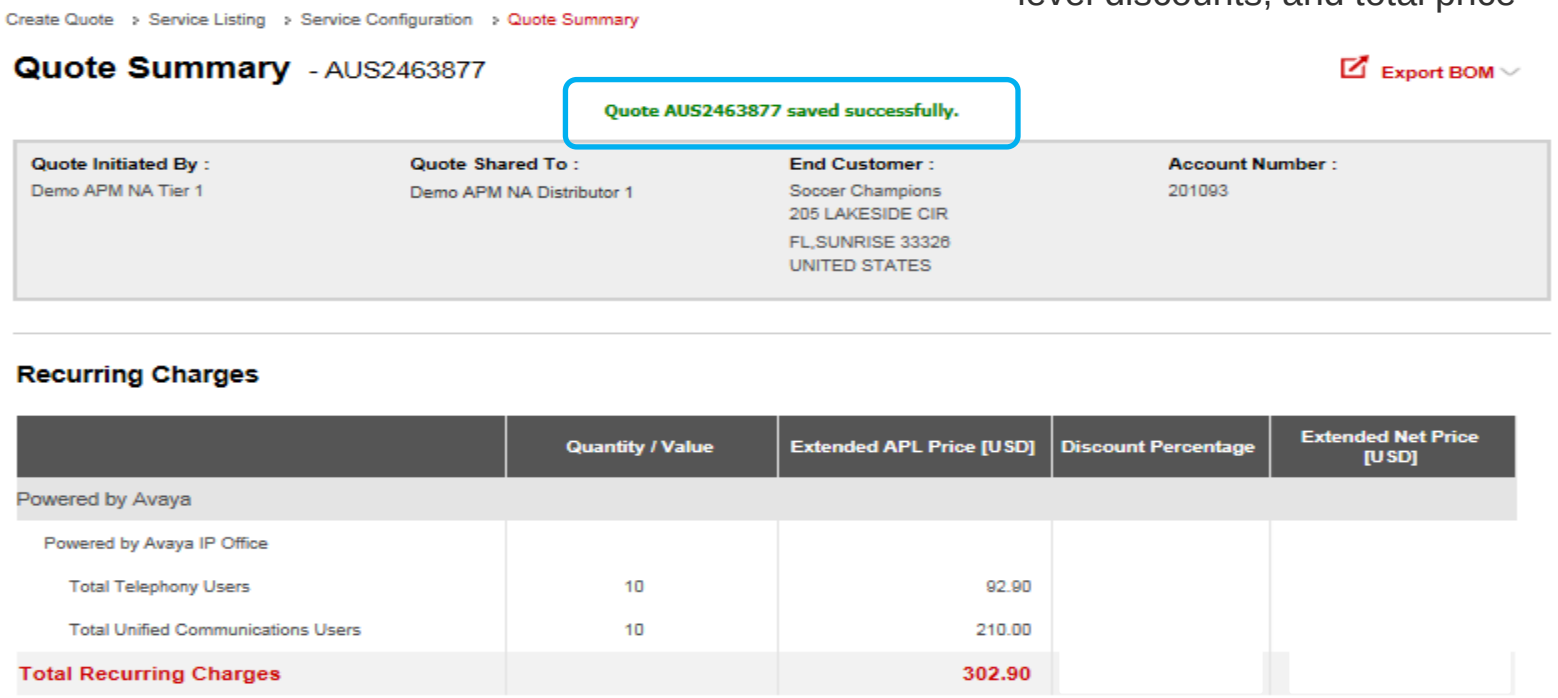
If though distribution – the quote must be shared in order to proceed and price accordingly

The BOM will show monthly re-occuring price based on what was purchased

Save Quote - which then generates the QRN – Quote Reference Number

Successful Quote Creation

Review the BOM to see Quote Summary to see the Bill of Materials including material codes, list price, net price, medal level discounts, and total price



Create Quote › Service Listing › Service Configuration › Quote Summary

Quote Summary - AUS2463877

Export BOM

Quote AUS2463877 saved successfully.

Quote Initiated By :	Quote Shared To :	End Customer :	Account Number :
Demo APM NA Tier 1	Demo APM NA Distributor 1	Soccer Champions 205 LAKESIDE CIR FL,SUNRISE 33326 UNITED STATES	201093

Recurring Charges

	Quantity / Value	Extended APL Price [USD]	Discount Percentage	Extended Net Price [USD]
Powered by Avaya				
Powered by Avaya IP Office				
Total Telephony Users	10	92.90		
Total Unified Communications Users	10	210.00		
Total Recurring Charges		**302.90**		

- Quote can be used to present to the end customer for RFP / Quoting purposes or to integrate into the Partners quoting tools
- If special pricing is required – Quote must be submitted to sales for Special Bid / SBA integration
- After SBA is approved, the SBA Approval Number and reduced pricing will be available on OS Cloud
- The subscription ordered with this special bid will keep the reduced pricing over the duration of the service contract

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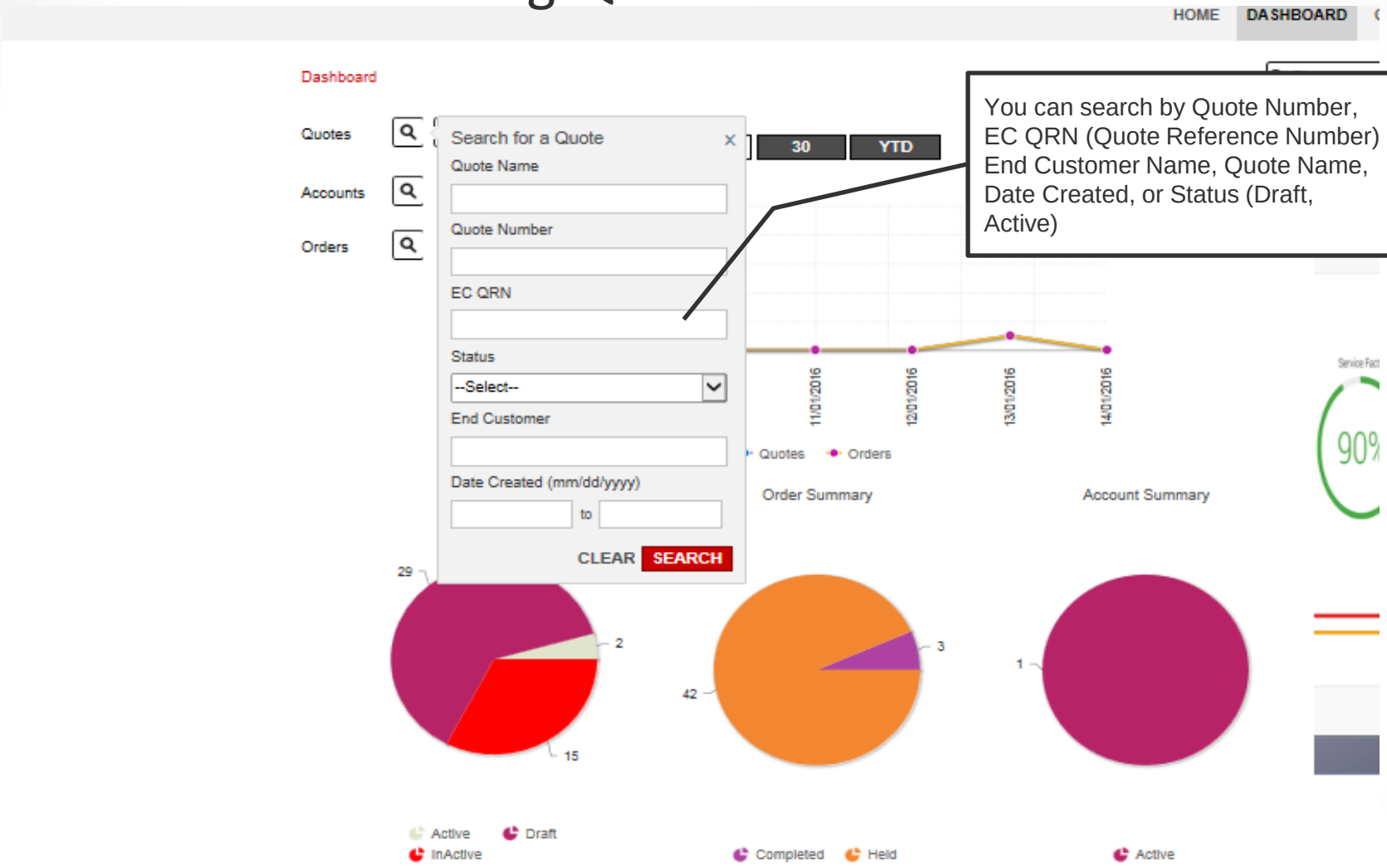
Search for an Existing Quote



All Quotes Are Valid for 60 Days

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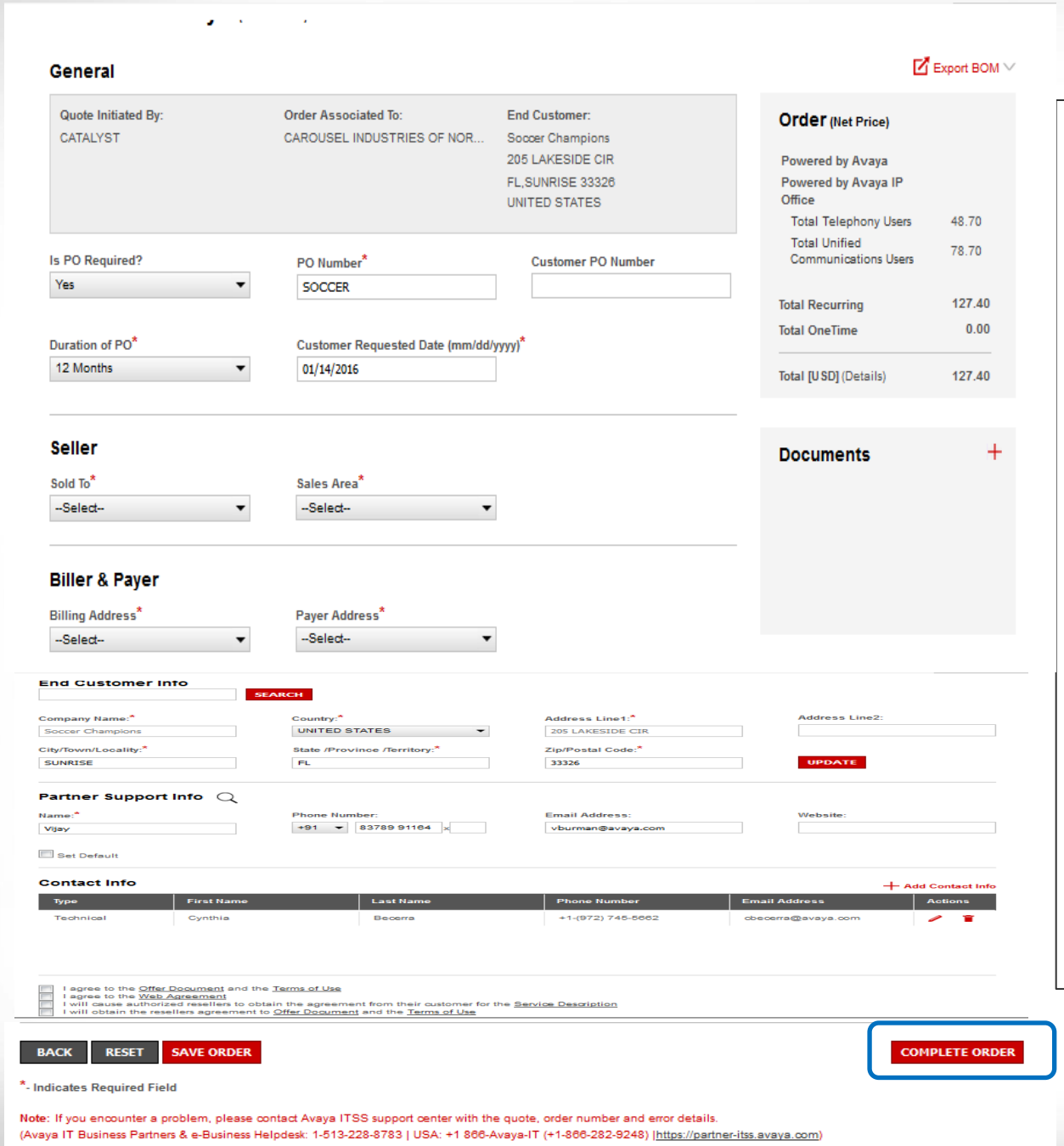
Ordering



Fill in the Order information including:

- PO Number (this will be on your invoices)
- Customer Requested Date (set to current date or later – service contract will start 1 day after CRD)
- Seller (Partner) details
- Biller & Payer (Partner) details
- Shipping Address (nothing is shipped)
- Look up/ Create End Customer Ship To
- Attach PO document if required
- Modify Contact information if needed
- Agree to the Offer Definition, and Web Agreements
- Click “Complete Order” button to submit

Your Order summary will be displayed in Monthly Net Price

Email from One Source Cloud to Partner

Once Service is Ordered

An order has been submitted for Avaya Powered.

Avaya One Source Cloud Order Number : 16686

Order Type : New Connect

Avaya One Source Cloud Customer Account Number: 201102

Contract Terms: 12 Months

Number of Users:

- Order includes Order Type: New Connect, Change, Disconnect or 30 Day Free Trial
- Number of users / License Type
- End Customer Number and Details
- Purchase Order Number and Buyer / Seller / Payer information
- You will receive an email every time a change is done (and ordered) for your end customer confirming the change
- **Please keep for your records**

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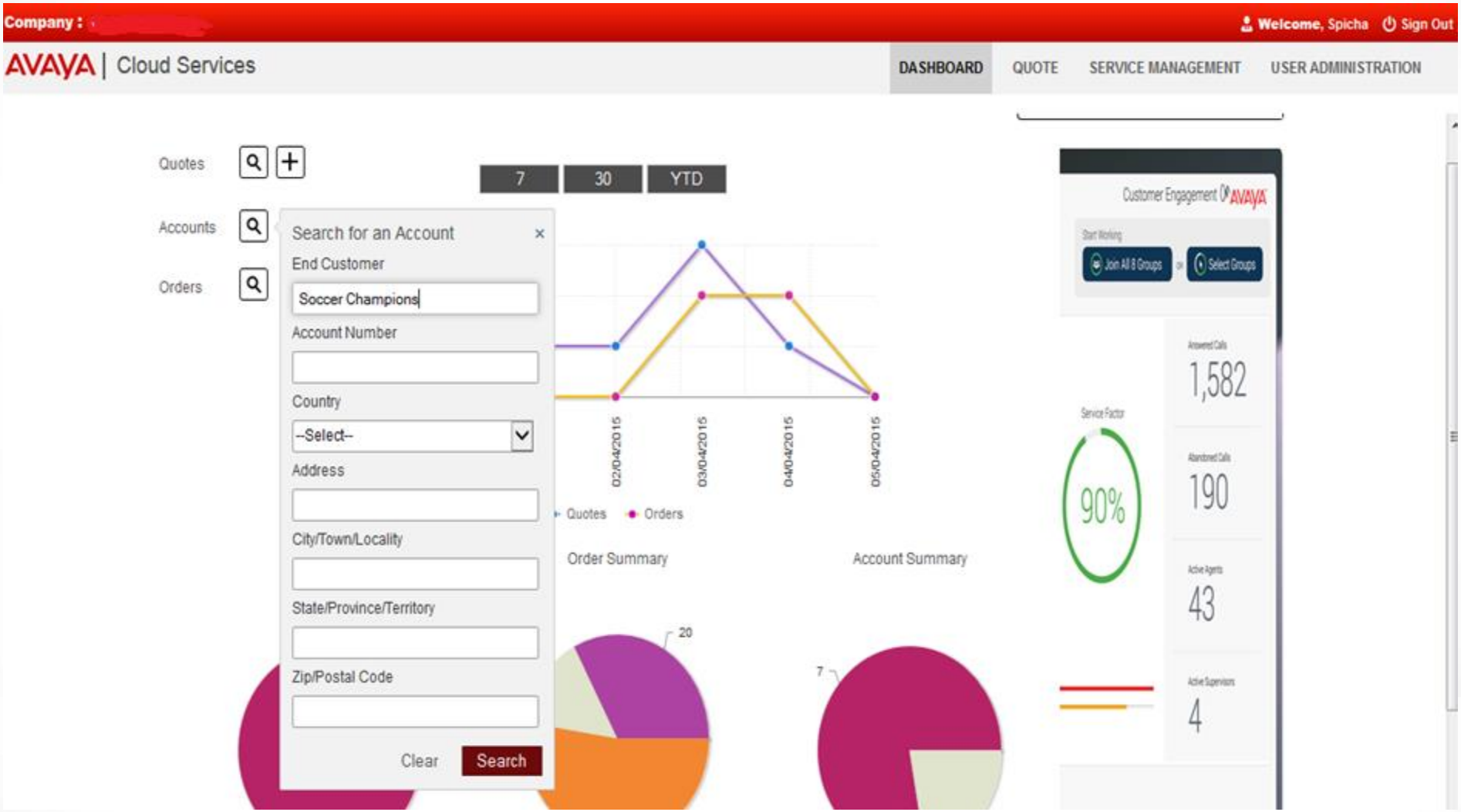
Managing an Existing Account
Search for End User Account



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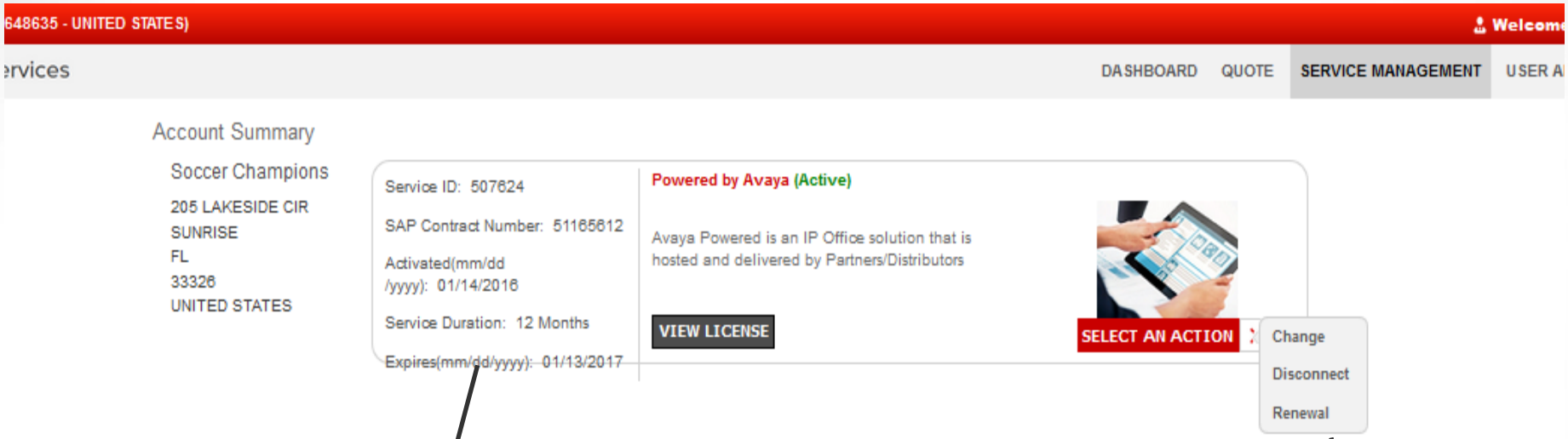
Administering Services



(1) SAP Contract Number and service start / end date is available

(2) Reminder that we invoice monthly in arrears

(3) Details of the SAP service contract or invoices can be seen via Order Status – located as part of our One Source Landing Page

(4) Invoice delivery is per partners preference or standard process (EDI, Biller Direct, email, or order status)

(1) Select change desired to change (increase / decrease), disconnect or renew the service

(2) Increase / decrease will return to the quote summary page in order to perform the action

(3) Change must be “ordered” in order to perform the change

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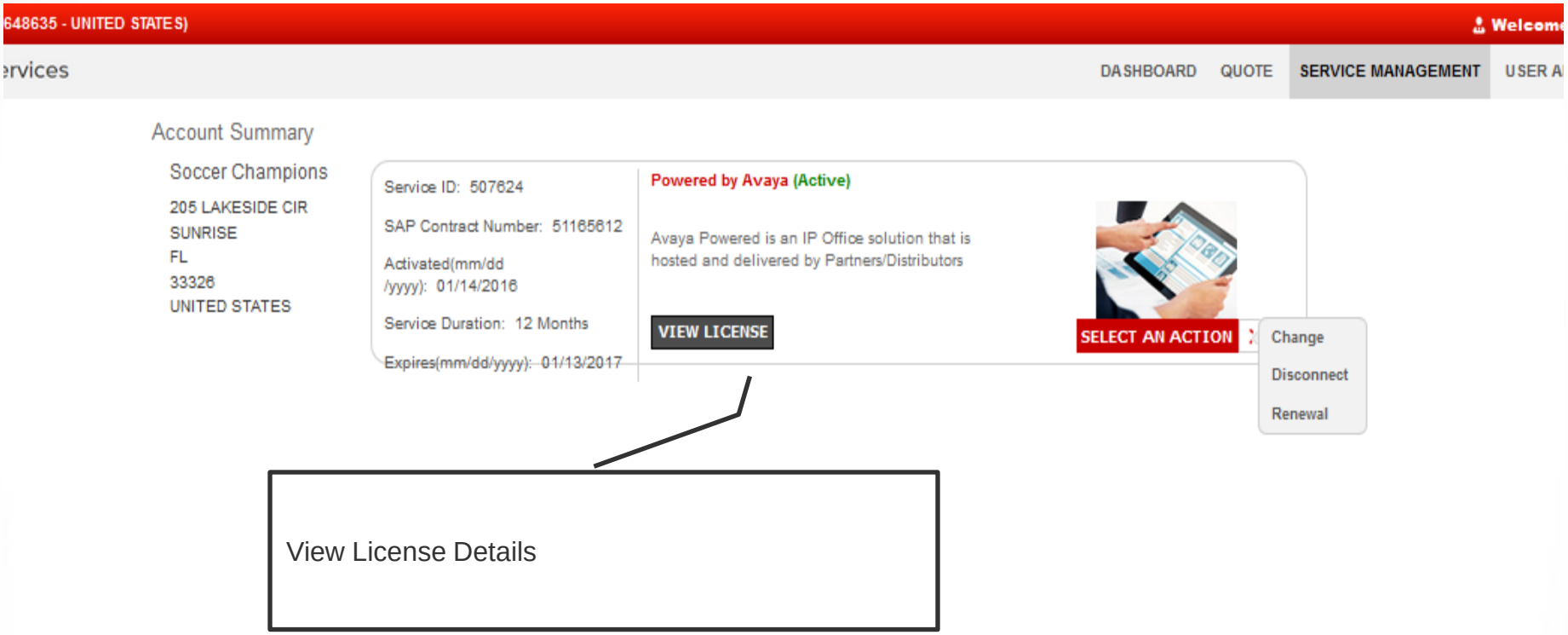
Service Management



View License Details

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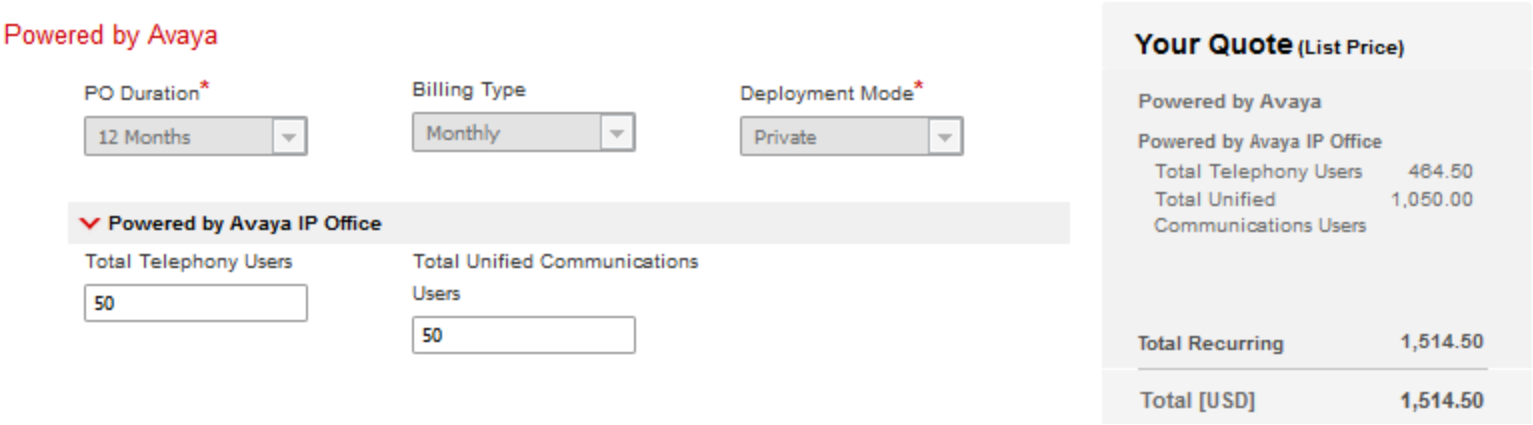
Change Quotes and Orders

- When selecting “Change” – OS Cloud returns you to the quote page showing existing selections
- Changes are done at the quote screen, and then saved



- In this example, there are 50 Telephony and 50 UC users
- Change is addition of 50 more UC Users – tool will show the Delta / Increase to the active service

Recurring Charges

	Quantity / Value	Extended APL Price [USD]	Discount Percentage	Extended Net Price [USD]
Powered by Avaya				
Powered by Avaya IP Office				
Total Unified Communications Users	50	1,050.00		
Total Recurring Charges		**1,050.00**		

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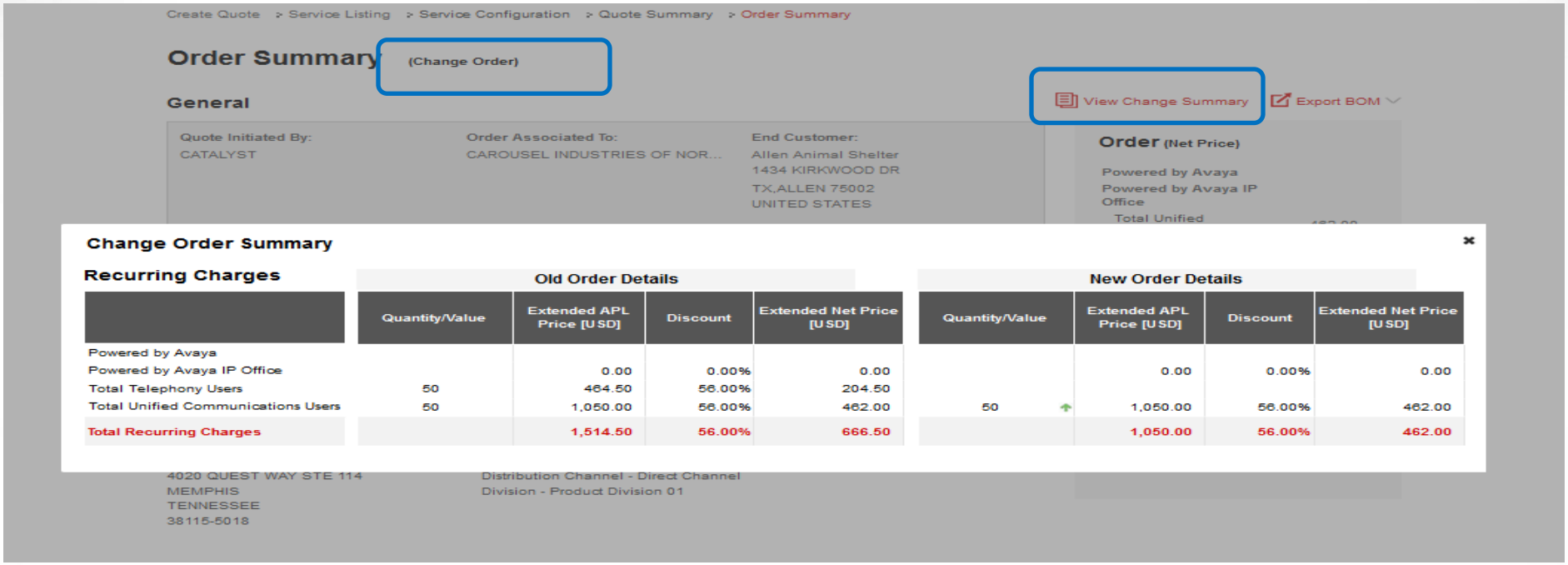
Executing Change Orders



- Changes (Increases / Decreases / Disconnect) are not effective until “ordered”
- To view the changes – please click on Change Order Summary – it will show the exact delta (increase only / decrease only) based on an existing service
- In the sample above – user will have a total of 100 UC licenses, once the change (addition of 50 licenses) is ordered
- The licenses increase / decrease will be available in OSS based on the CRD (Customer Requested Date) selected

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Examples of Change Order Calculations

- **Example of Addition of Licenses and Calculation for a 30 day month**
  - (Day 1 to Day 15), 10 Telephony Users, 5 UC Users
  - (Day 16 to Day 30), increased to 12 Telephony Users and 7 UC users
  - Calculation:
  - Monthly user count for Telephony ((10x15) + (12 x15))/30 = 11 x Telephony User Monthly Price
  - Monthly user count for UC users ((5x 15) + (7x15))/30 = 6 x UC User Monthly Price
- **Example of Reduction of Licenses and Calculation for a 30 day month**
  - Day 1 to Day 15, 20 Telephony Users, 2 UC users
  - Day 16 to Day 30 , decreased to 12 Telephony Users and 1 UC users
  - Calculation:
  - Monthly user count for Telephony Users ((20x15) + (12 x15))/30 = 16 x Telephony User Monthly Price
  - Monthly user count for UC Users ((2x15) + (1x15))/30 = 1.5 x UC User Monthly Price

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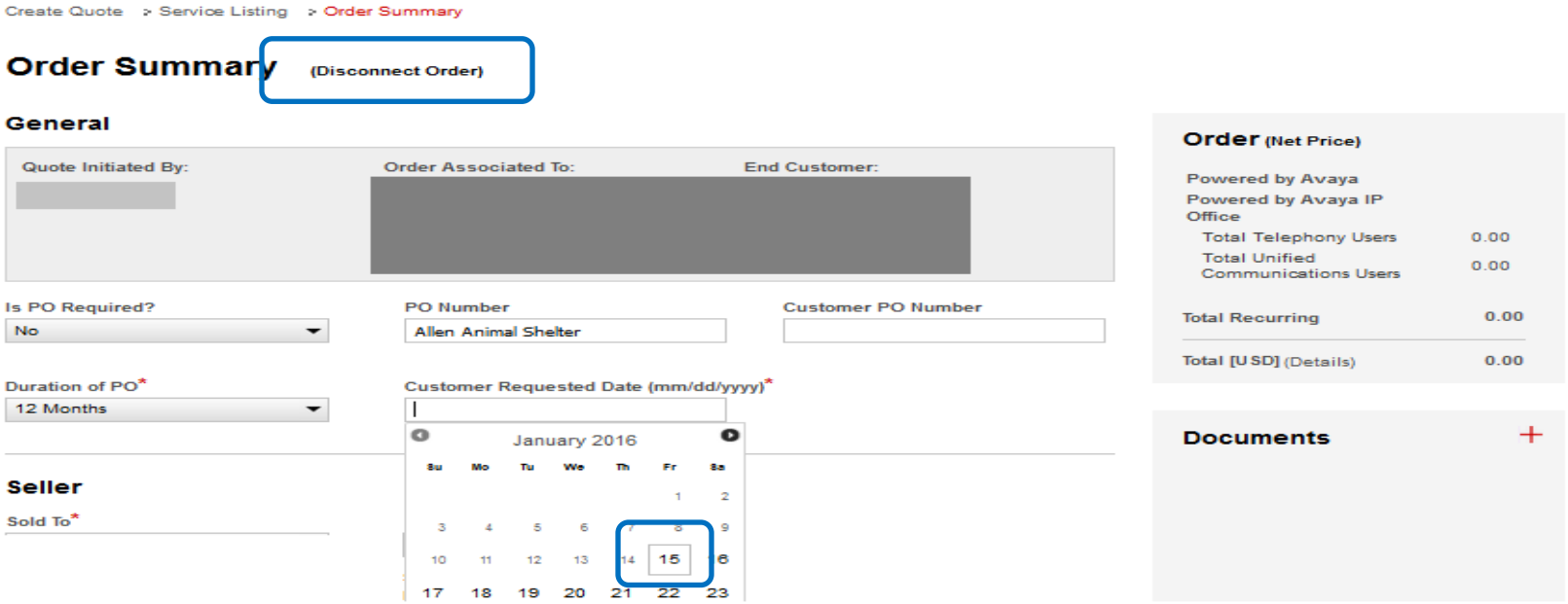
Disconnecting Services

- Changes (Increases / Decreases / Disconnect) are not effective until “ordered”
- To view the changes – please click on Change Order Summary – it will show the exact delta (increase only / decrease only) based on an existing service
- In the sample above – user will have a total of 100 UC licenses, once the change (addition of 50 licenses) is ordered
- When Selecting “Disconnect” from the Service Administration Page, the ordering partner will be brought immediately to the order screen
- The request must be completed to be effective
- Note, disconnect services can only occur “next day” – or in a future Customer Requested Date
- Billing will occur on the originally scheduled date



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Service Renewals

- Renewals are visible via a Partners Dashboard
- It will show 30, 15 and 1 day expiration time frames (Partner can click on it from the dashboard to action)

- eMails are also sent to remind our Partners of impending renewals
- Note, renewals are easily managed via the Service Administration site
- Pricing may change, depending on time of renewal – as current price will apply
- A new purchase order number can be entered at time of renewal
- A new Service Contract will be available to support billing

Notification trigger	**Quoting user** (Can be a partner or Distributor)	**Ordering user** (Tier 1 partner or Distributor only)	**Description**
30 Days prior to service end	√	√	Notification '30' days prior to service end date
15 Days prior to service end	√	√	Notification '15' days prior to service end date
1 Day prior to service end	√	√	Notification '1' day prior to service end date
End of Service (Auto disconnect)	√	√	Notification once service has ended

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Links to Additional Information

- Offer Definition
- IP Office 9.1 - https://sales.avaya.com/en/pss/ip-office-release-9.1-sales-toolkit
- OSS Deploying document https://downloads.avaya.com/css/P8/documents/101018721
- **One Source Cloud access and OSS password set up:**
  - Avaya IT Business Partners & e-Business Helpdesk: 1-513-228-8783 | USA: +1 866-Avaya-IT (+1-866-282-9248) |https://partner-itss.avaya.com)
  - Please ensure you request *OS Cloud Support* in order to be routed accordingly

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