



Product Authorization (PA)

Avaya™ Modular Messaging for Avaya™ S3400 Message Server with the Avaya™ Message Store

Check when
Completed

Overview

Product Authorization is your entry point into designing, selling, implementing and maintaining Avaya's products or solutions. The requirements in this Product Authorization covers the following Avaya products or solution:

1. Avaya™ Modular Messaging Software
2. Avaya™ S3400 Message Server
 - Avaya™ Modular Messaging Application Software for the Avaya Message Store
 - From one to four Messaging Application Server(s) (MAS)
 - One Message Storage Server (MSS)

Fulfillment of these requirements allows you to network this solution with other Avaya messaging solutions, i.e. Octel® 200/300 Multimedia Messaging Solution, Octel® 250/350 Multimedia Messaging Solution, INTUITY™ AUDIX® Multimedia Messaging Solution, Avaya™ Interchange, Avaya™ 3210 Message Networking Server and non-Avaya messaging systems in other locations.

You have **180** days from _____ (insert date) to meet all of the below requirements to become Authorized. If you do not meet the requirements in 180 days access to the Product specified by this PA will be withdrawn.

Avaya's commitment to your end-user customers is that only Avaya officially Authorized and/or Certified Channel Partners will design, sell, install and support Avaya's products/solutions in the marketplace. Avaya limits product access to ONLY officially Authorized Channel Partners and Certified Channel Partners.

The requirements in the PGA (Product Group Attachment) may include requirements in addition to those included in this PA document (if applicable in your region).



Product Authorization Requirements

Pre-Requisite Knowledge

Channel Partners should be familiar with and:

- Have an understanding of voice mail, voice messaging technologies and data concepts.

It is recommended that an installer be an MCP, or be Windows 2000 certified, or equivalent experience with Windows 2000 networking/operating system.



Integration or Networking with Other Avaya Products

Channel Partners need to satisfy Product Authorization for any Avaya products that you intend to network with or integrate into your solutions. You will find additional Product Authorizations on the Avaya Enterprise Portal, or by speaking with your Avaya Channel Management Executive (CME) or Channel Account Manager (CAM).



Product Training

Sales Training

Sales training and or assessments must be completed by a minimum of one employee to meet the Sales Training requirements of Product Authorization. Visit the Avaya University website for the complete training curriculum for this PA at <http://www.avaya-learning.com>.

The Channel Partner must complete all Sales training prior to selling a solution or utilize your Avaya Channel Support teams until you meet the training/assessment requirements.

Pre Sales Training (Design)

Design training and assessments must be completed by a minimum of one employee to meet the Design Training requirements of Product Authorization. Visit the Avaya University website for the complete training curriculum for this PA at <http://www.avaya-learning.com>.

Channel Partners who sell/design this solution must employ a minimum of one (1) individual who has the ACS Design with the Messaging Solution Area Exam credential.

The Channel Partner must complete all Pre-Sales training prior to designing a solution or utilize your Distributor and/or Avaya Channel Support teams until you meet the training/testing requirements.

Training requirements for Sales and Pre Sales training (Design) must be met in all cases to become Product Authorized.

Post Sales Training (only if providing Implementation or Maintenance)

Implementation and Maintenance training and or assessments must be completed by a minimum of one employee to meet the Post Sales Training requirements of Product Authorization. Visit the Avaya University website for the complete training curriculum for this PA at <http://www.avaya-learning.com>.

Channel Partners who implement this solution must employ a minimum of one (1) individual who has the ACS Implementation with the Messaging Solution Area Exam credential.

If you are providing implementation or maintenance support for your customers you must complete all Post-Sales training/assessments prior to providing installation, warranty, or post-warranty Services. Until the Channel Partner completes the training/assessment requirements they must either utilize Avaya Global Services or another Product Authorized Channel Partner to provide installation, warranty and post-warranty Services.

Product Demonstration

Channel Partners should be capable of providing customers with a demonstration of all major features/functions of the system/solution outlined in this PA.

This can be accomplished in three ways:

1. Invest in a dedicated demonstration system (recommended)
2. Contract to use Avaya facilities (availability limited)
3. Contract to use an Authorized Avaya Distributor's facility (if available in your region)

When investing in a dedicated demonstration system, your Avaya Channel Manager must agree to the configuration and proposed location of the demonstration system.

For complete details of the demonstration recommendations for this Product Authorization refer to the Product Authorization Section of the Enterprise portal under, Recommended Demonstration Equipment for Product Authorization.



Critical Spare Parts (only if providing Maintenance)

To help ensure a timely response to customer repair requests, Channel Partners should carry the minimum amount of recommended critical spares or you must demonstrate the capability of procuring and delivering these critical spares as needed. Critical Spare Part services may be provided directly by the Channel Partner, procuring from your Authorized Distributor, contracting to another Avaya Product Authorized Channel Partner, indirectly through Avaya Global Services.

For complete details on critical spare recommendations please refer to the Product Authorization Section of the Enterprise Portal under, Critical Spare Part Recommendations.



Service Assessment (only if providing Implementation or Maintenance)

If you are providing implementation, installation and/or maintenance support for your customers, you must provide at a minimum, Level 1 of the Service Assessment requirements. The Service Assessment involves a verification of your operational capability and preparedness to provide technical support. For complete details please refer to the documentation on the Enterprise Portal, under Service Assessment Guidelines.

If you are not providing services to the end-user you may fulfil the Service Assessment requirements by using Avaya Global Services or an Avaya Product Authorized Channel Partner.



End-user Training

As a Channel Partner you are responsible for providing end-user training for each solution installed at a customer's site.

To Maintain the Product Authorization:

- Sell at least two (2) of the specified systems at customer sites within 12 months.
- Ensure the minimum Sales, Design and Implement requirements are maintained. If this PA requires you to attain Certification Titles, then you must maintain these titles. Avaya ACA and ACS Certification exams are generally valid for 24 months. You may be required to renew some elective exams or complete delta training earlier based on the upgrades to software and hardware.
- Complete a Self Service Assessment for Level 1 every 12 months.

NOTE:

Avaya reviews the status of all Authorized Channel Partners on a yearly basis. Your fulfilment of the above requirements is tracked via Avaya's Partner Relationship Management tool (PRM).



Avaya

Please sign and date when all Product Authorization requirements have been reviewed by the Channel Partner and Avaya Channel Manager:

Channel Partner Name: _____ **Country:** _____

Channel Partner (Sign): _____ **Date:** _____

Avaya Channel Manager (Sign): _____ **Date:** _____

Avaya Channel Manager (Print): _____

Important Note: Avaya retains the right to conduct an on-site, Product Authorization Assessment of any Channel Partner at its discretion. Please ensure that all parts of this form are completed accurately before signing and submitting it to Avaya.

Avaya Channel Manager: Please attach in PRM the completed PA document.

Note to the Avaya Channel Manager: Send the original PA document to the appropriate resource in your region.

For Avaya Channel Management Use Only

Date application received: _____ Authorized: Yes No Date: _____

Signature: _____

Reason for rejection:

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