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Avaya in Strategic Alliance with Bhutan Telecom

- *Avaya to provide Unified Communication, Contact Center & Video conferencing & Data solutions to BT*
- *Joint go-to-market strategy*
- *Plans to set up Avaya lab at BT campus in Bhutan*

Thursday, April 21, 2011

Bhutan, Thimphu, Avaya Inc., a global leader in business collaboration systems, software and services, today announced that it has entered a strategic alliance with Bhutan Telecom (BT), to build up and deliver Unified Communications, Contact Centers, Desktop level Video Conferencing & Data Networking solutions, to help BT's customers in Bhutan. Under the agreement, Bhutan Telecom will build a new technology practice focused on Avaya's industry-leading solutions & services. The companies also expressed the willingness to set up 'Avaya Lab' at Bhutan Telecom Campus shortly. In addition, Avaya will also help Bhutan telecom to have an end to end Consulting for Next Generation Contact Centers, having an industry-leading IT services, best in class business solutions and a robust infrastructure for outsourcing.

Avaya and Bhutan Telecom have also developed a joint go-to-market strategy, which will meet the infrastructure, networking, voice and video requirements of corporations across Bhutan. Both companies will invest in skills development and training labs, to provide an end-to-end solution to meet customer requirements. The Avaya Labs in Pune will allow BT to have the first

hand experience of its cutting edge, next generation technology, develop skills and certify BT employees on Avaya platforms of Data, UC, CC and Video.

Quotes:

Speaking at the occasion, Mr. Anil Chawla, Director -Govt., Defense PSU & East (GDP&E) - Avaya India said, “Avaya’s industry-leading solutions break down communications barriers, increase productivity, and help people communicate more effectively regardless of network, device or location. We are very proud of our relationship with Bhutan Telecom and I’m sure that together we will enable Bhutan to have an end-to-end customer experience management approach that will help them leverage the existing resources alongside the latest best practices and enabling technologies.”

Mr. Tshering Norbu, General Manager of DrukNet (the Internet Services Division), Bhutan Telecom said, “The world of business communications has moved ahead in leaps and bounds and it is mainly driven by the leader of this industry – AVAYA. BT along with Avaya will redefine the way we look at enterprise communications here in Bhutan. We are in the process of setting up a Contact Center for DHI companies to deliver a very efficient call center and help-desk support services for customers. It will be under complete supervision of Avaya, and we are sure that the country will be benefited by this amalgamation of superior technology and resources between the two companies.”

Additional Resources

www.avaya.com

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Tags: Avaya, unified communications, collaboration, Bhutan Telecom, business communications

About Avaya:

Avaya is a global leader in business communications and collaboration, 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.

About BT

BT, the incumbent is the pioneer in providing telecommunications services and the leading provider of ICT solutions in Bhutan. It provides 3 verticals of services viz. Fixed line, mobile and Internet. For more information please visit www.bt.bt

Certain statements contained in this press release are forward-looking statements. These statements may be identified by the use of forward-looking terminology such as "anticipate," "believe," "continue," "could," "estimate," "expect," "intend," "may," "might," "plan," "potential," "predict," "should" or "will" or other similar terminology. We have based these forward-looking statements on our current expectations, assumptions, estimates and projections. While we believe these expectations, assumptions, estimates and projections are reasonable, such forward looking statements are only predictions and involve known and unknown risks and uncertainties, many of which are beyond our control. These and other important factors may cause our actual results, performance or achievements to differ materially from any future results, performance or achievements expressed or implied by these forward-looking statements. For a list and description of such risks and uncertainties, please refer to Avaya's filings with the SEC that are available at www.sec.gov. Avaya disclaims any intention or obligation to update or revise any forward-looking statements, whether as a result of new information, future events or otherwise.

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