

| APPLICATION / SOLUTION                                | AKA/FKA                 | INSTALL | Upgrade Key | CONFIGURE | SUPPORT | Comments                                     |
|---|-------------------------|---------|-------------|-----------|---------|--|
| <b>Avaya Aura® Platform</b>                           |                         |         |             |           |         |  |
| Communication Manager                                 |                         | ●       |             | ●         | ●       |  |
| System & Session Manager                              |                         | ●       |             | ●         | ●       |  |
| Session Border Controller (ASBCE) - SIP Trunking      |                         | ●       |             | ●         | ●       |  |
| Session Border Controller (ASBCE) - (Remote Worker)   |                         | ●       |             | ●         | ●       |  |
| Application Enablement Services (AES)                 |                         | ●       |             | ●         | ●       |  |
| Breeze platform + Snap-ins (See Breeze Section)       |                         | ●       |             | ●         | ●       |  |
| <b>Avaya IX™ Meetings Server</b>                      |                         |         |             |           |         |  |
| Avaya IX™ Meetings Management                         | Equinox Conferencing    | ●       |             | ●         | ●       | TE or OTT                                    |
| Avaya IX™ Meetings Media                              | Equinox Media           | ●       |             | ●         | ●       | Single, Clustered, Cascaded                  |
| Avaya Aura Web Gateway (AAWG)                         |                         | ●       |             | ●         | ●       |  |
| Streaming & Recording (S&R)                           | Equinox S&R             | ●       |             | ●         | ●       | All in One or Distributed on Hyper-V         |
| Streaming & Recording (S&R) Gateway                   | Equinox S&R Gateway     | ●       |             | ●         | ●       | Required for S&R                             |
| <b>Avaya IX™ Devices / Client Enablement</b>          |                         |         |             |           |         |  |
| Avaya Aura Device Services (AADS)                     |                         | ●       |             | ●         | ●       |  |
| Utility Services on AADS                              | AUS                     | ●       |             | ●         | ●       | Version 8.x and above                        |
| Avaya IX™ Devices                                     | Equinox Endpoints       | ●       |             | ●         | ●       | Guide  |
| Avaya IX™ Video                                       | Equinox Video Endpoints | ●       |             | ●         | ●       | XT series, Vantage, CU360, HCOxx....         |
| Avaya IX™ Workplace Client                            | Equinox Client          | ●       |             | ●         | ●       | Windows, Android, iOS                        |
| Avaya IX™ Workplace Web Client                        | Equinox for Web         | ●       |             | ●         | ●       | WebRTC                                       |
| Avaya IX™ Workplace Attendant                         | Equinox Attendant       | ●       |             | ●         | ●       | Breeze Snapin                                |
| <b>Breeze Cluster + Snap-Ins</b>                      |                         |         |             |           |         |  |
| Breeze Platform                                       |                         | ●       |             | ●         | ●       | General Purpose and closed (i.e. Presence)   |
| Engagement Designer (EDS)                             |                         | ●       |             | ●         | ●       |  |
| Engagement Assistant                                  |                         | ●       |             | ●         | ●       |  |
| Call Park and Page                                    |                         | ●       |             | ●         | ●       |  |
| Presence Services                                     |                         | ●       |             | ●         | ●       | Optional Presence Multi-Media 8.x or greater |
| Avaya Developed (Snapp Store apps)                    |                         | ●       |             | ●         | ●       |  |
| Partner Developed (Snapp Store apps)                  |                         | ●       |             | ○         | ○       | Dev Partner configures and supports          |
| <b>Unified Messaging</b>                              |                         |         |             |           |         |  |
| Aura Messaging (AAM)                                  |                         | ●       |             | ●         | ●       |  |
| Avaya IX™ Messaging (IXM)                             | ESNA Officelinx (OL)    | ●       |             | ●         | ●       |  |
| <b>Avaya IX™ Contact Center</b>                       |                         |         |             |           |         |  |
| Call Management System (CMS)                          | Contact Center          | ●       |             | ●         | ●       | Avaya wholesale Support contract             |
| Call Center Elite (CCE)                               |                         | ●       |             | ●         | ●       | Avaya wholesale Support contract             |
| Elite Multi-channel (EMC)                             |                         | ○       |             | ○         | ○       | CRI Managed                                  |
| Experience Portal (AEP)                               | Experience Portal       | ○       |             | ○         | ○       | CRI Managed                                  |
| Avaya IX™ Workforce Engagement                        | Work Force Optimization | ○       |             | ○         | ○       | CRI Managed                                  |
| Avaya IX™ Workforce Engagement Select                 | WFO Select              | ○       |             | ○         | ○       | CRI Managed                                  |
| Avaya Aura Contact Center (AACC/ACCS)                 |                         | ○       |             | ○         | ○       | CRI Managed                                  |
| Avaya IX™ Digital                                     | Oceana                  | ○       |             | ○         | ○       | CRI Managed                                  |
| <b>Monitoring and Management</b>                      |                         |         |             |           |         |  |
| CRI Insight (Application monitoring and management)   |                         | ●       |             | ●         | ●       | Also used for CRI Support Customers          |
| Nectar (Application monitoring and management)        |                         | ●       |             | ●         | ●       | Also used for CRI Support Customers          |
| AppNeta (Network assessment and monitoring)           |                         | ●       |             | ●         | ●       | Also used for CRI Support Customers          |
| Secure Access Link (SAL)                              |                         | ●       |             | ●         | ●       |  |
| Avaya Diagnostic Server (ADS)                         |                         | ●       |             | ●         | ●       |  |
| <b>Infrastructure as a Service (IaaS)</b>             |                         |         |             |           |         |  |
| Dell (OEM)  |                         | ●       |             | ●         | ●       | Servers and SANs                             |
| VMware  |                         | ●       |             | ●         | ●       | Enterprise Solution Builder                  |
| Avaya Solution Platform (ASP) 4200                    | Avaya Pod Fx™           | ●       |             | ●         | ●       | Hardware Support by Avaya                    |
| Avaya Solution Platform (ASP) 100 series              | ACP                     | ●       |             | ●         | ●       | Hardware Support by Avaya                    |
| CRI Application Center (Turnkey or customer provided) |                         | ●       |             | ●         | ●       |  |
| Private/ Hybrid / Enterprise Cloud                    |                         | ●       |             | ●         | ●       |  |
| Veeam   |                         | ●       |             | ●         | ●       | Backup and Recovery                          |
| Nutanix   |                         | ●       |             | ●         | ●       | Converged Infrastructure                     |
| HP  |                         | ●       |             | ●         | ●       | Servers                                      |
| <b>Data Networking</b>                                |                         |         |             |           |         |  |
| Ethernet Routing Switch (ERS)                         |                         | ●       |             | ●         | ●       |  |
| Virtual Services Platform (VSP)                       |                         | ○       |             | ○         | ○       | Partner Install /Support                     |
| Fabric  |                         | ○       |             | ○         | ○       | Partner Install /Support                     |
| <b>Legacy Applications</b>                            |                         |         |             |           |         |  |
| Multimedia Messaging (AMM) - (stand alone)            |                         | ●       |             | ●         | ●       | Pre-release 8                                |
| one-X Client Enablement Services (CES)                |                         | ●       |             | ●         | ●       |  |
| one-X Attendant (1XA) Server                          |                         | ●       |             | ●         | ●       |  |
| Communicator for Skype/Lync                           |                         | ●       |             | ●         | ●       |  |
| one-X Speech  |                         | ●       |             | ●         | ●       |  |
| Modular Messaging (MM)                                |                         | ●       |             | ●         | ●       |  |
| Message Networking (MN)                               |                         | ●       |             | ●         | ●       |  |
| Octel/VMX TEST  |                         | ●       |             | ●         | ●       |  |
| Aura Conferencing 8 (AAC8)                            |                         | ●       |             | ●         | ●       |  |
| Aura Conferencing 6/7                                 |                         | ●       |             | ●         | ●       |  |
| Meeting Exchange (MX) 5.2/6.2 NEW                     |                         | ●       |             | ●         | ●       |  |