

# 18 May 2016

## Telkom Brings Cloud Services Powered by Avaya to the South African Market

Telkom to provide Communications-as-a-Service to businesses across the country.

Telkom, South Africa's leading communications service provider, is collaborating with Avaya, a global leader in business communications, software, systems and services, to offer Communications-as-a-Service to businesses across the country.

Telkom will host Avaya's innovative communications solutions and make them available to businesses in a cloud services model for the countries it operates in across Africa. Telkom will focus on Contact Centre-as-a-Service (CCaaS) solutions, enabling organisations to purchase the capacity and services they require as needed, without large upfront costs. Telkom will also provide Unified Communications-as-a-Service (UCaaS) offerings.

Through Telkom's CCaaS offerings, powered by Avaya, businesses in Africa will be able to deliver services to their customers faster at significantly reduced total cost of ownership (TCO) with a better return on investment (ROI). Organisations will have the flexibility to scale their communication services deployments as per their requirements and add new features and functionality as needed.

As organisations across Africa are facing unprecedented challenges to evolve digitally and deliver richer customer experiences, Avaya and Telkom are helping businesses to leverage innovative technology to react agilely and achieve greater competitive differentiation. By working in tandem, these two companies are specialising in complex business communications, built on open and mobile software platforms and supported by a robust underlying networking infrastructure, this combined solution is uniquely positioned to help organisations of all sizes in Africa drive digital transformation strategies.

Quotes:

"As Africa looks to play a greater role in the global economy, African businesses are looking at how best to embrace new technologies to boost productivity, drive growth and deliver a better customer experience. By bringing Avaya's latest innovative communications solutions to our customers in a service delivery model, we are helping them to achieve their desired business outcomes at attractive prices."

Arnold van Huyssteen, Managing Executive, Product House, Telkom

"Avaya solutions are helping organisations across Africa achieve their digital transformation objectives. By partnering with Telkom, we are ensuring that business customers get access to our technology in a cost-effective model, helping them to enhance collaboration and improve business performance. Enterprises will benefit from the reliability of our solutions and be assured of the highest levels of services delivery."

Danny Drew, Managing Director, South Africa, Avaya

**For further enquiries, please contact:**

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**Pynee Chetty**

OR **Leigh-Ann Francis**

Senior Specialist: Media Relations

Specialist: Media Relations

Group Communication

Group Communication

Tel:+27 12 642 1716

Tel: +27 12 642 1728

Mobile: +27 81 389 7874

Mobile: +27 81 391 4780

Email: [chettpr2@telkom.co.za](mailto:chettpr2@telkom.co.za)

Email: [francilm@telkom.co.za](mailto:francilm@telkom.co.za)

**Telkom Park, The Apex**

92 Oak Avenue

Technopark

Highveld

Centurion

### **About Avaya**

Avaya is a leading provider of solutions that enable customer and team engagement across multiple channels and devices for a better customer experience, increased productivity and enhanced financial performance. Its world-class contact centre and unified communications technologies and services are available in a wide variety of flexible on-premises and cloud deployment options that seamlessly integrate with non-Avaya applications. The Avaya Engagement Environment enables third parties to create and customise business applications for competitive advantage. Avaya's fabric-based networking solutions help simplify and accelerate the deployment of business critical applications and services. For more information please visit [www.avaya.com](http://www.avaya.com).

Certain statements contained in this press release may be 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 are reasonable, such forward looking statements involve known and unknown risks and uncertainties, many of which are beyond our control. These and other important factors may cause our actual results to differ materially from any future results 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](http://www.sec.gov). Avaya disclaims any intention or obligation to update or revise any forward-looking statements.

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#### About Telkom & Business Connexion

Telkom & Business Connexion is Africa's premier ICT solutions provider. We are a business that has the technology and skills to deliver end-to-end digital solutions. Our solutions include ICT consulting and digital readiness assessments; complete managed solutions (LAN and WAN); unified communications; connectivity solutions; information technology and complete cloud technologies encompassing Security and value added services; Converged enterprise mobility services; software and analytics with special competency in IOT(Internet of Things) and Big Data solutions.

Telkom & Business Connexion boasts the largest pool of ICT skills in Africa, with points of network presence across the continent. Our wide breadth and depth of various partnerships is representative of an eco-system second to none in Africa. We exist to serve all sizes of businesses in every vertical sector across Africa. We are committed to articulating ICT solutions that aims to reduce your cost of doing business; increase your overall business productivity and empower your business to use technology as a competitive advantage.

Focus on your core business and allow Telkom & Business Connexion to run your ICT. For more information please visit <https://secure.telkom.co.za/today/shop/enterprise/>.