

## Jenne<sup>®</sup> is your Value Added Distributor for Midmarket Solutions

Jenne, Inc. is a leading U.S. based value-added distributor of technology products and solutions focusing on unified communications and collaboration, data networking, video conferencing, physical security, the Internet of Things (IoT) and the Cloud, including equipment and software for the Enterprise and SMB markets. Founded in 1986, Jenne is committed to providing value added resellers, integrators and service providers with a broad product selection, competitive pricing, on-time accurate delivery, outstanding technical support plus ongoing sales and technical training through Jenne University.

### The Jenne Team is Available to Help You

- Dedicated Midmarket Business Development sales and marketing support.
- Avaya certification training, testing, and other training classes through Jenne University.
- Configuration and design assistance, including pre- and post-sales and technical support.
- Custom designed partner enablement tools for quoting and order placement.
- Implementation and installation services nationwide, including on-site and remote installation services.
- Same-day shipping from Jenne's on-hand, in-stock inventory.
- Service contract and maintenance management and renewal portal.
- Access to Avaya Cloud offers with full sales and configuration support.

## Avaya Midmarket Solutions

### Avaya IP Office

Avaya provides small and mid-sized enterprises a powerful unified communications offering that connects everyone in your customer's sphere – clients, workforce, and partners. It's remarkably simple to use, even as your customers continue to grow.

- Provide a seamless engagement solution with telephony, video conferencing, mobility and contact center applications – all in one platform.
- Employees can collaborate and communicate anywhere, anytime and on any device with features such as chat, presence and audio/video spaces.
- Easily expands to 3,000 users, at a single site or up to 150 locations.
- Integrates with applications such as Google for Work, Salesforce.com, and Microsoft Office 365.

### Avaya OneCloud

**Avaya cloud solutions offer flexible communication solutions for a variety of business needs. Avaya offers both public and private options for Unified Communications and Contact Center-as-a-Service.**



# Avaya Midmarket Solutions

## Offer an IP Office Solution that Meets the Needs of your Customers

- **Basic Edition** – Key system and PBX features, including voicemail, for very small businesses.
- **Essential Edition** – The 'must haves' that businesses need to enhance their communications and streamline their operations.
- **Preferred Edition** – For businesses that put a priority on real-time collaboration. Sophisticated voice, video, unified communications, web collaboration, and third-party desktop application integration.
- **IP Office Server Edition** – Adds a scalable Linux-based option for mid-size enterprise customers that can be virtualized to optimize their infrastructure.
- **Select Edition** – Adds increased scalability for up to 3,000 users on a highly secure platform that is easily deployed on a dedicated server, appliance, or a virtual machine. If your customer has multiple locations, locally or globally, the system can be implemented on their network and communicate as a single system; scaling even if they are using a mix of dedicated servers, appliances or virtual servers.

## Avaya Contact Center Select (ACCS)

With IP Office, your customers have access to a multi-channel contact center that provides improved efficiency along with improved customer satisfaction.

- Seamless integration on-premise, in the cloud or a hybrid of both.
- Agents can provide assistance via any channel, allowing customers to effectively manage and optimize their work force.

## Avaya Call Reporting (ACR)

Avaya Call Reporter helps customers manage their phone system and business with ease and confidence.

- Cradle to grave call reporting and tracking through 50+ standard reports.
- Recording Library for easy access to recordings within the same interface
- Realtime agent seat and Agent Dashboards for visual call management

## Video Collaboration

Avaya Spaces video collaboration lets users meet face-to-face with colleagues, customers, vendors – anyone with a device and an internet connection in HD video.

- Share and annotate documents.
- Chat with attendees in real-time.
- Conduct meetings that are more productive, efficient, and meaningful, regardless of location.
- Bring together conference rooms and/or executive suites, including "virtual conference rooms."

## Security

Avaya Session Border Controller delivers secure IP telephony, SIP trunks, video conferencing, cloud-based communications, instant messaging, and collaboration to your customer's business.

- Protect businesses from security breaches.
- Control and eliminate unauthorized access, while providing access to employees, partners, and guests with Identity Engines.



# Partner Enablement Tools

## Jenne Portal Integration with Avaya OneSource

The Jenne Portal facilitates access to Avaya OneSource tools, allowing partners to consolidate their interaction with the Avaya OneSource portal tools in a single log-on and intuitive user interface.

- Create AUS numbers.
- Retrieve AUS numbers created in the OneSource portal.
- Identify and apply eligible promotions based on the configuration created by Jenne or Avaya quoting tools.
- Email Quote Output Report with applicable promotional pricing.

## Jenne University

Jenne University offers Partners comprehensive courses to train and obtain Avaya certifications.

- State-of-the-art training facility with fully equipped classrooms and the most up-to-date equipment.
- On-site and virtual training courses available.
- Virtual training courses are led by trained and certified Jenne University instructors who are available to engage in interactive real-time dialogue throughout each lesson.
- Upon completion of a course, students can take certification testing on-site. Jenne University is an accredited Pearson VUE Testing center.
- Current class schedule is available at [www.jenne.com](http://www.jenne.com).

## Jenne Technical and Design Support

Our technical staff has over 250 years of combined experience that gives our business partners the benefits of:

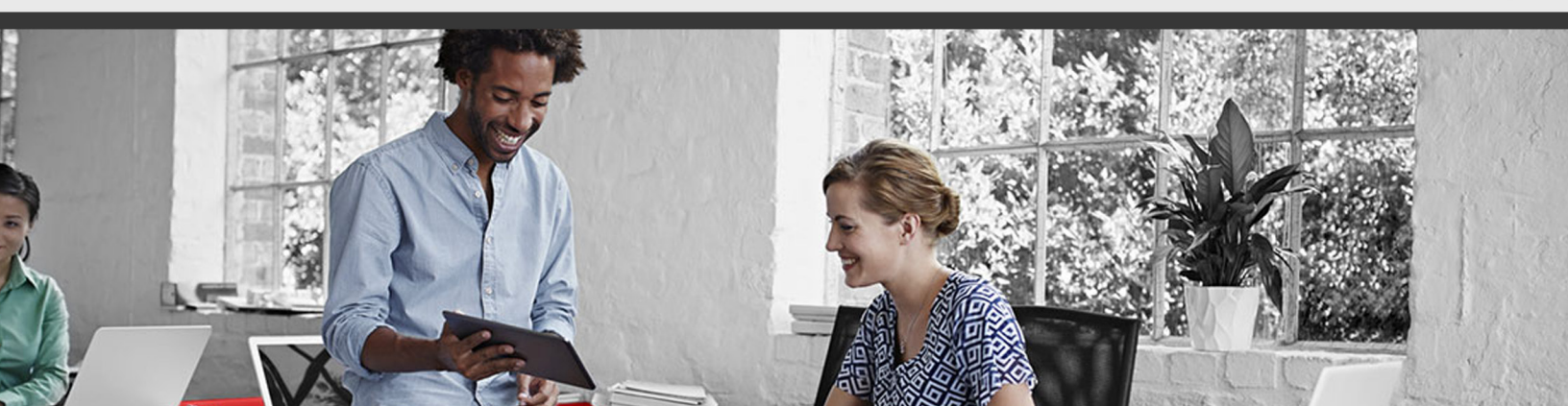
- An assigned mentor who provides full design support while assisting your engineering team in developing increased capabilities and ensuring uninterrupted design quality.
- Quick and easy accessibility and engagement, including joint partner/end user support calls for large scale, complex Midmarket opportunities.
- Staging and Provisioning services that perform all preliminary configuration, licensing and upgrades.
- Jenne's Technical Service staff is available Monday - Friday from 8 a.m. ET to 8 p.m. ET at no cost. Full 24-hour support is available for a minimal cost.

## Jenne® Lightning License Delivery™

Jenne's newest value-added service, Lightning License Delivery, helps Partners easily adapt to last minute changes to system implementations and ensure the highest level of customer service is provided to their end customers.

- 24 hour availability to order and automatically receive PLDS licenses.\*
- Significantly shorter turnaround times than similar systems.
- Automatic delivery of licenses via email.

\*For orders containing IP office PLDS licensing only.  
Contact your Jenne Sales Representative for additional details.





# Partner Enablement Tools

## Design Center

The Design Center for Midmarket configuration enables partners to seamlessly upload, view, and maintain multi-network configurations to help build a complete VoIP solution with customized product and pricing criteria.

- Streamlined design creation.
- Shortened selling cycles.
- Ensured accuracy and conformity of design requirements.
- Real time notification of completed phases.
- 24/7 update availability.

## Jenne Solutions Designer (JSD)

Jenne Solutions Designer is an online configuration tool that enables business partners to quickly design a solution into a real-world configuration.

- A shorter time needed to configure solutions.
- The ability to design the total end-to-end solution.
- Customized quotes, proposals and cover letters available in a user friendly export.
- Identify complementary solutions, including pricing and availability.
- The ability to share the tool among your staff.

## Jenne Cloud Solutions Designer

Jenne Cloud Solutions Designer allows business partners and agents to quickly respond to end-user customer requests for cloud quotes with the best vendor, infrastructure and pricing information. Simply host a consultative appointment, fill out the specifications on the portal and Jenne's experts will create a customized proposal to present to the end user.

## Service Contract Renewal Portal

Jenne's Service Contract Renewal Portal helps you manage product and service contracts, to streamline your management of these contracts.

- 90, 60, 30 day reminders of service contract expirations.
- Captures proactive revenue opportunities.
- Ease of deployment and maintenance.

## Operational Support and Excellence

We are distribution experts and deliver unparalleled operational support.

- Same-day shipping on orders placed before 6:30 p.m. ET.
- An industry-leading order fill rate of 99.98 percent.
- On-time shipments: 99.89 percent.

