



REGIONAL FORUMS for SENIOR IT LEADERS

CIO

PERSPECTIVES



Produced by



In partnership with



CIO Executive Council
Leaders Shaping the Future of Business



The CIO Collaboration Paradox

Steve Bandrowczak
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Avaya Data Solutions

Today's Agenda



Collaboration Reality and the Paradox

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A New Way to Collaborate

.....

Delivering Measurable Business Results

.....

Closing Thoughts

.....

Today's Reality...

Today's Collaboration Reality



Collaboration

The tools, devices and
applications that IT provides

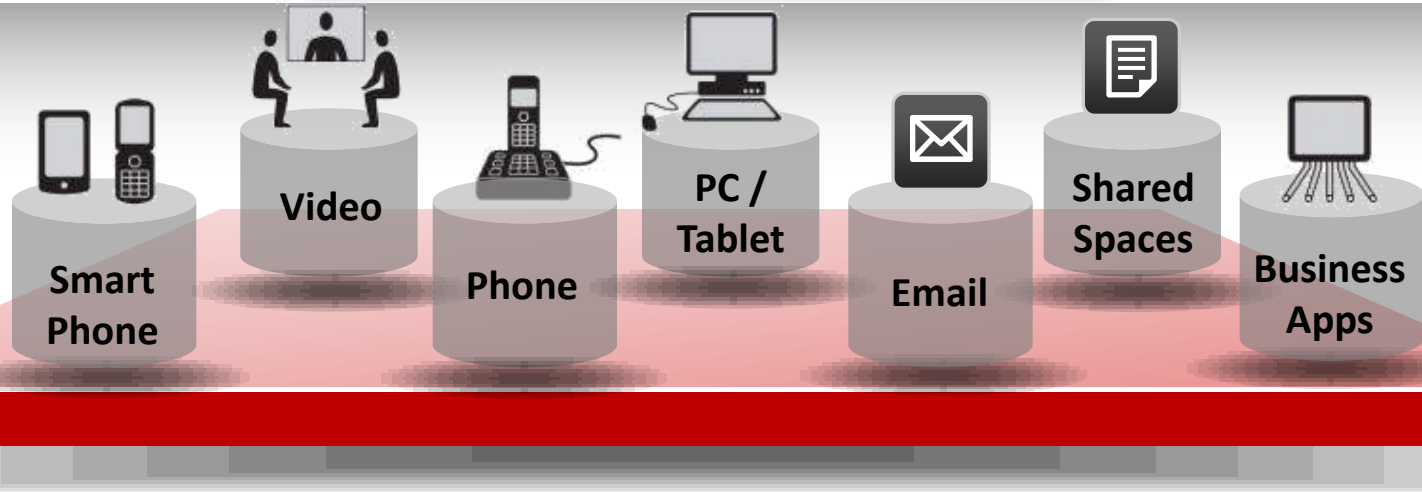


collaboration

the things people do to
get the job (or their lives) done

Collaboration Silos Drives IT Complexity

Cloud Based
Services and Applications



COMPLEXITY

**DIFFERENT
VENDORS**

**DIFFERENT
SKILLS**

**DIFFERENT
TECHNOLOGIES**

The CIO's Collaboration Paradox

**More tools are
reducing the
efficiency of
your workforce.**

**ANARCHY
or
PROGRESS ?**

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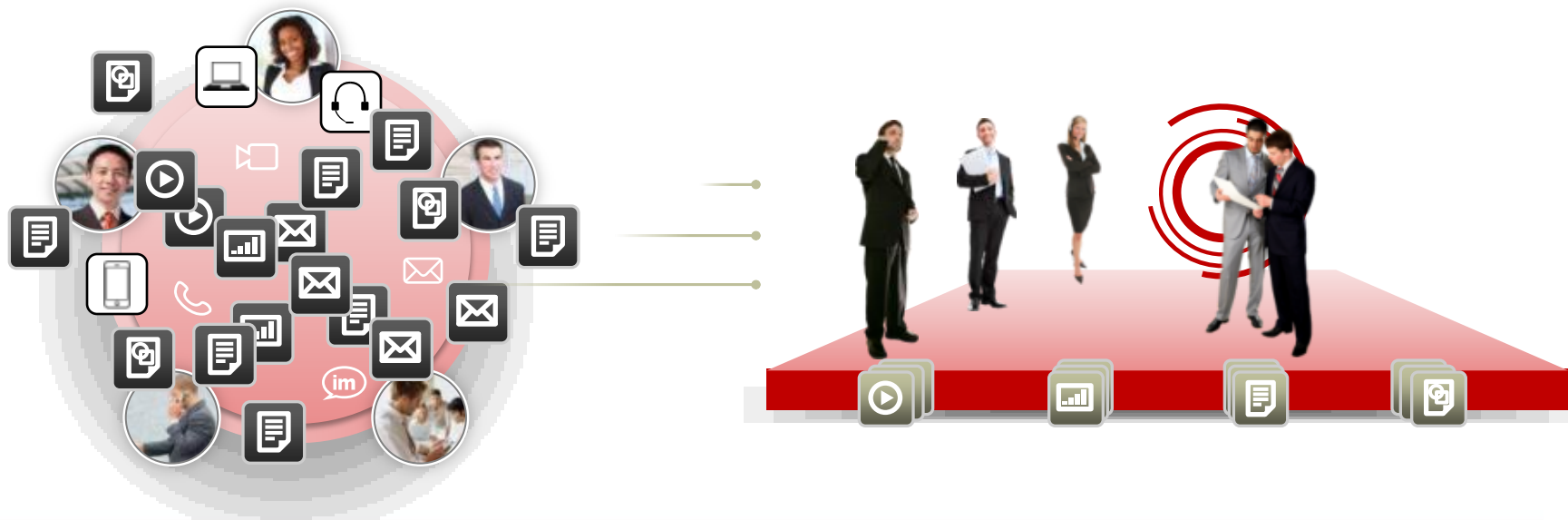
Delivering Measurable Business Results

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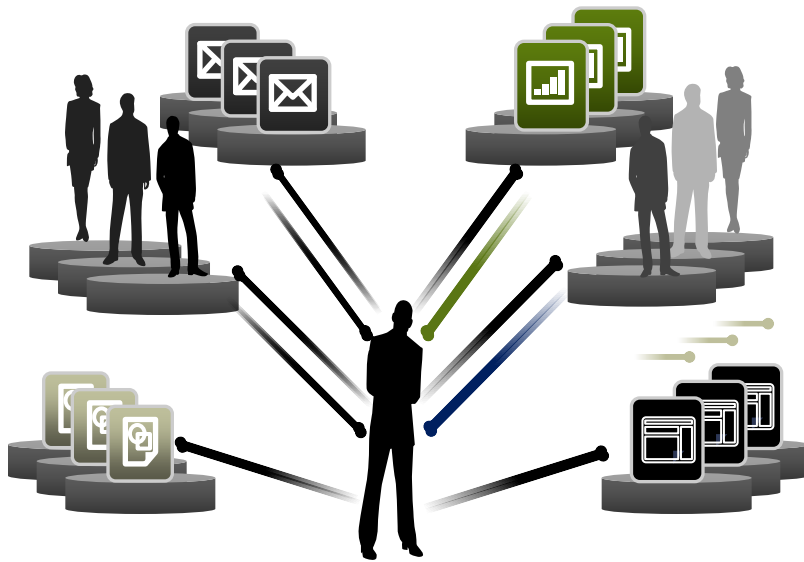
A People-First Vision for Collaboration is Required



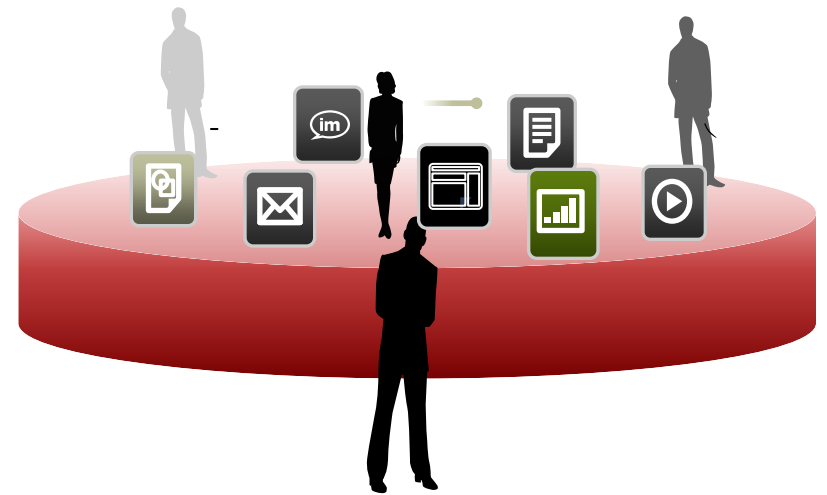
Deliver Real-Time, People-Centric Business Collaboration

Changing collaborative user experiences
from document-centric to people-centric
with the right tools and context for every user and process

Sessions Will Have Transformative Impact



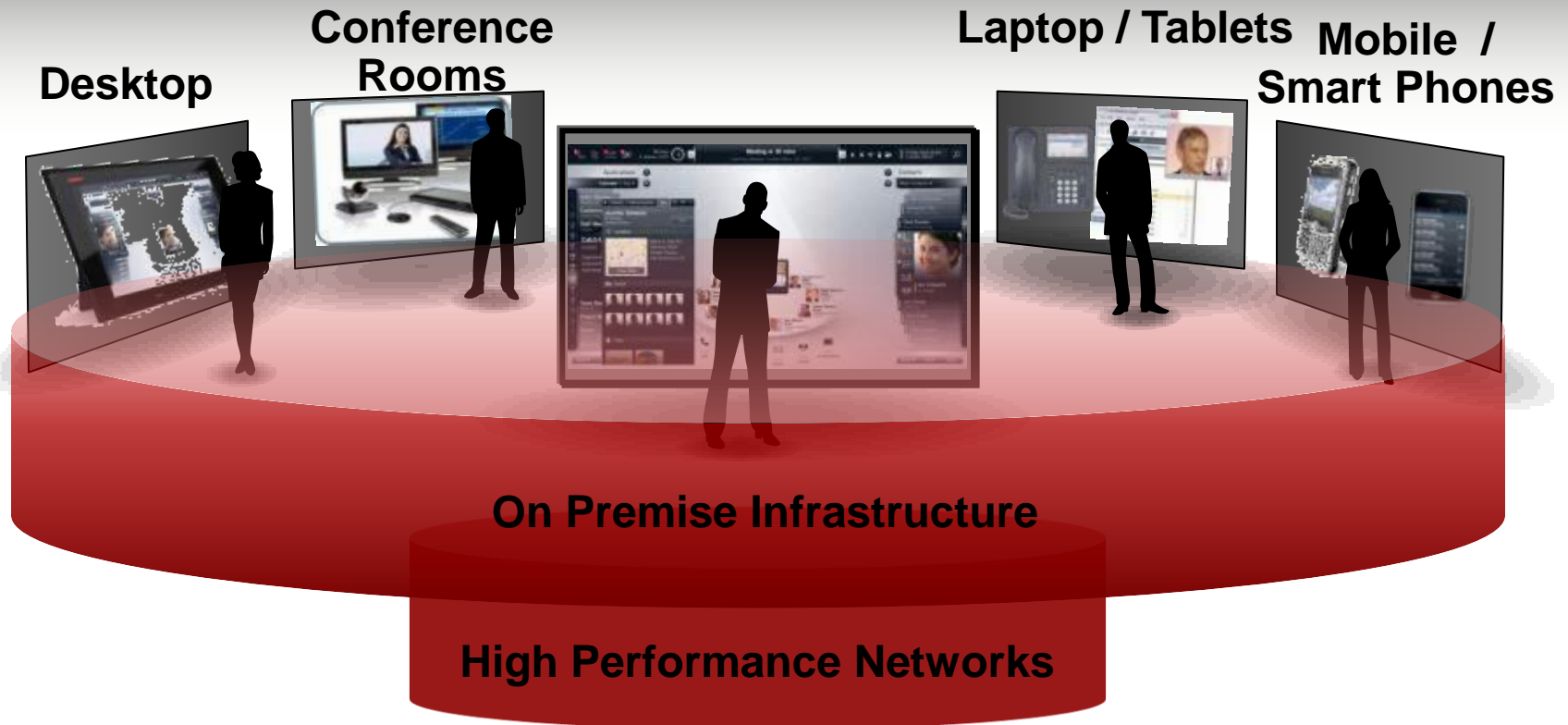
Traditional Communications



Session-Based Communications

Unified Communications Collaboration Becomes a Reality

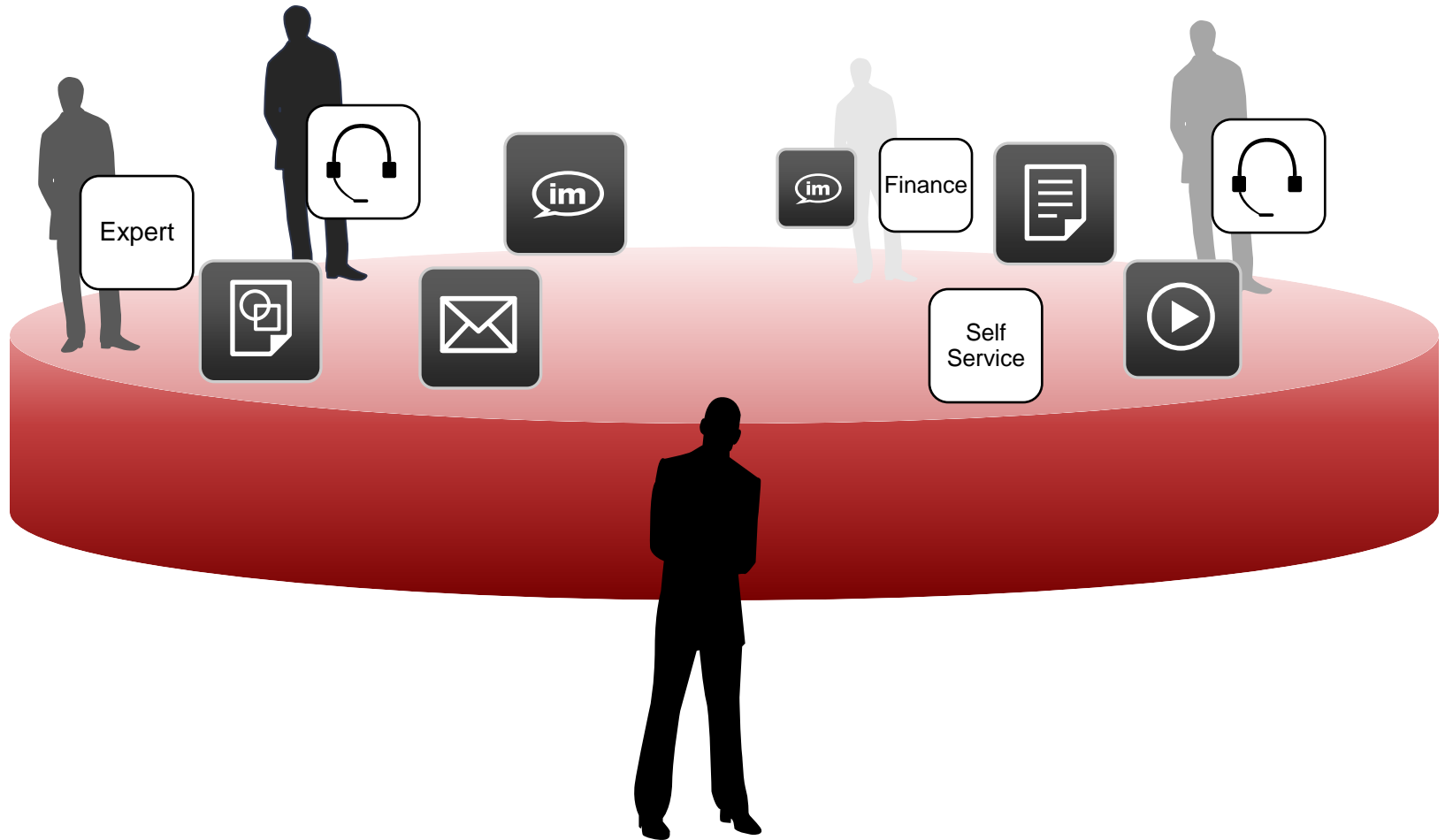
Cloud Based
Services and Applications



New Innovations in People Centric User Experience



New Innovations in Customer Experience



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Businesses Exceed With Collaboration Innovation

Challenge

Opportunity



- ▶ Average patient admission / discharge >4hours
- ▶ 3% emergency room leave without been seen (LWBS)

- ▶ 50% decrease in administration time reduces LWBS by 75%
- ▶ Additional 12 bed turns equals \$10M revenue



- ▶ In room revenue collapse. \$1252 in 1999 - \$178 per room in 2009.

- ▶ 60% increase guest in-room spending
- ▶ Incremental advertising revenue



- ▶ \$6 trillion assets under management for US high net worth individuals

- ▶ 5% increase in client retention
- ▶ Enhanced regulatory compliance

Avaya Enables Effective Business Processes with Collaboration

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Closing Thoughts

Anarchy or Progress?

- ▶ Acknowledge today's collaboration reality
 - ▶ Rethink your approach
 - ▶ Understand impact of sessions
-

Avaya Can Help

- ▶ See demos in the exhibit area
- ▶ Hear from our experts
- ▶ Learn from our experience with clients

THANK YOU

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AVAYA

INTELLIGENT COMMUNICATIONS