



The CIO Collaboration Paradox

David Murashige
Vice President, Business Development
Avaya

Today's Agenda



Collaboration Reality and the Paradox

A New Way to Collaborate

Delivering Measurable Business Results

Closing Thoughts

Today's Realities

80%

of companies believe they deliver a superior customer experience.

8%

of their customers agree

4%

of businesses using tablets today

46%

of businesses will be using them by 2015

46%

of IT leaders say employees use their own devices for work

95%

of employees say they're using their own devices for work

Today's Collaboration Reality



Collaboration

The tools, devices and applications that IT provides

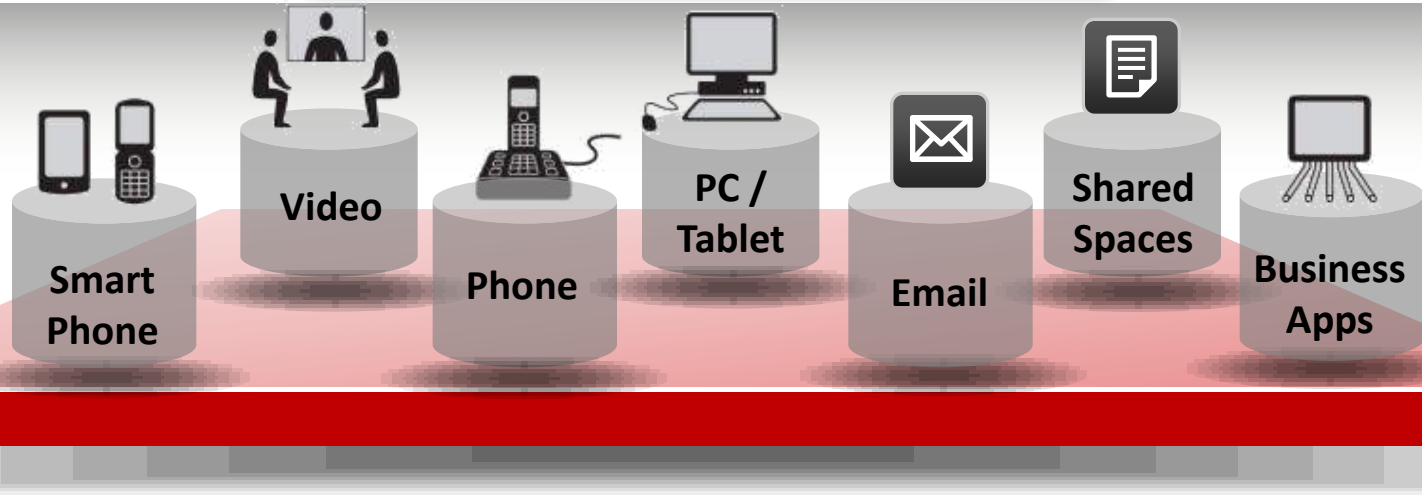


collaboration

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**



Influence

high

low

IT Technocracy

Users

Headed for
Anarchy or
Progress?

80's 90's 00's • Time

DESKTOP POWER INTERNET ACCESS
CHEAP STORAGE COST EFFECTIVE OUTSOURCING

The CIO's Collaboration Paradox

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

**ANARCHY
or
PROGRESS**



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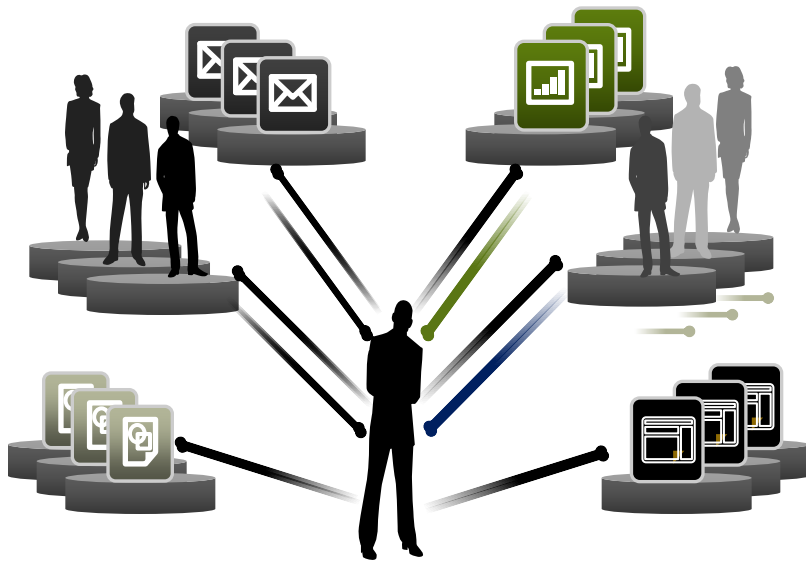
A People-First Vision for Collaboration is Required



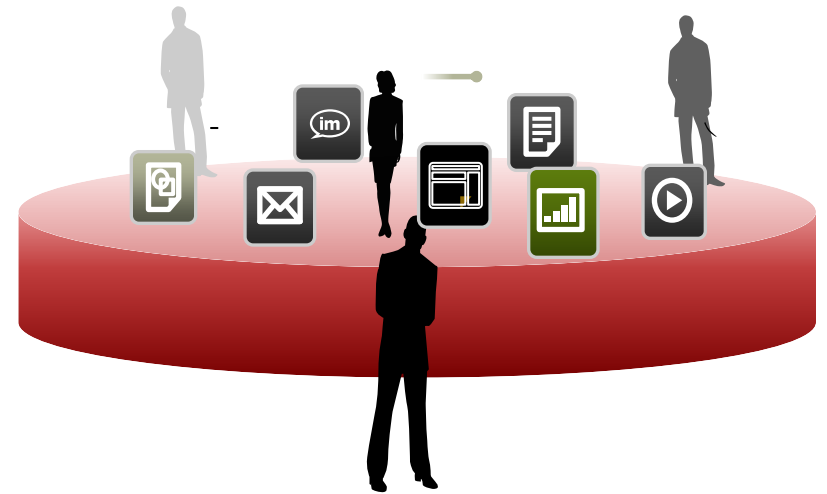
Deliver Real-Time, People-Centric Business Collaboration

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



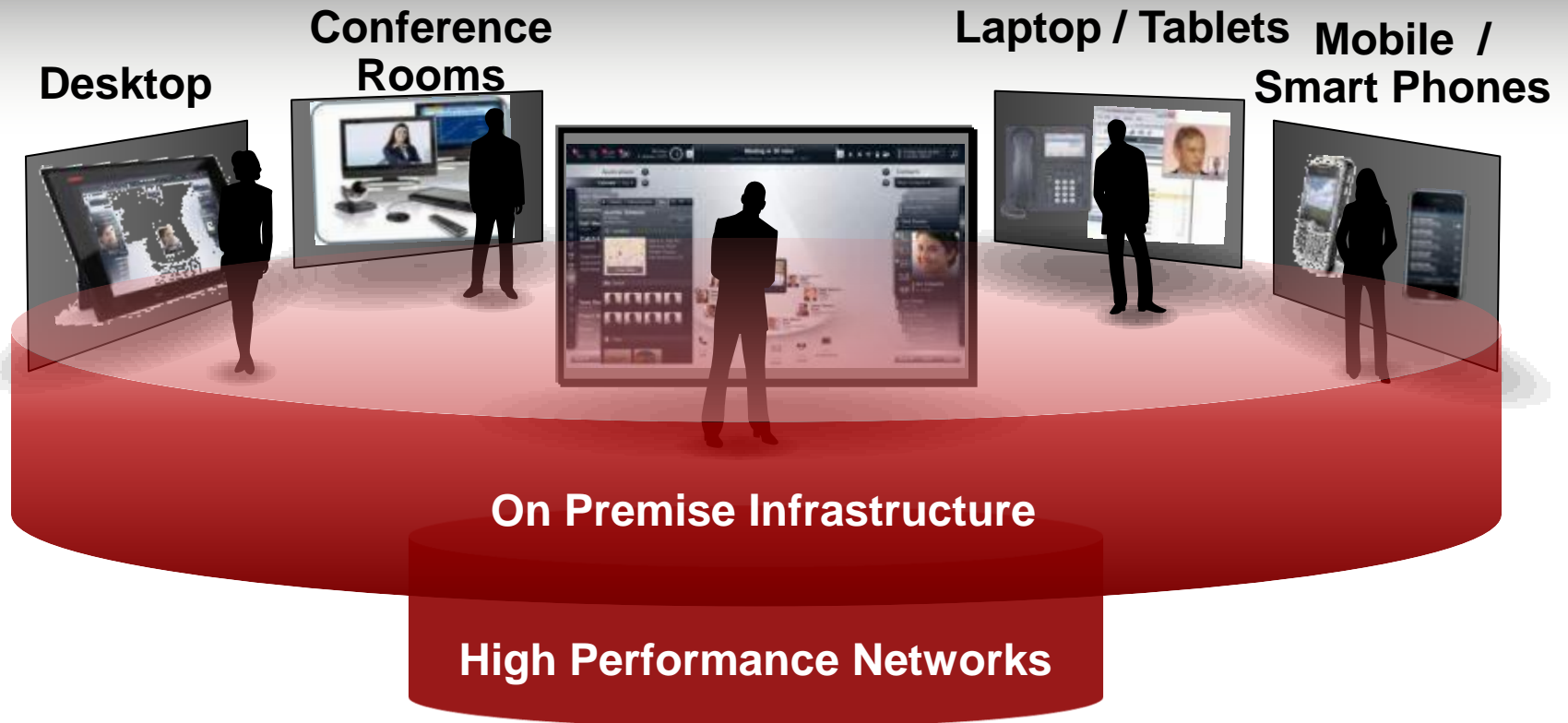
Traditional Communications



Session-Based Communications

Unified Communications Collaboration Becomes a Reality

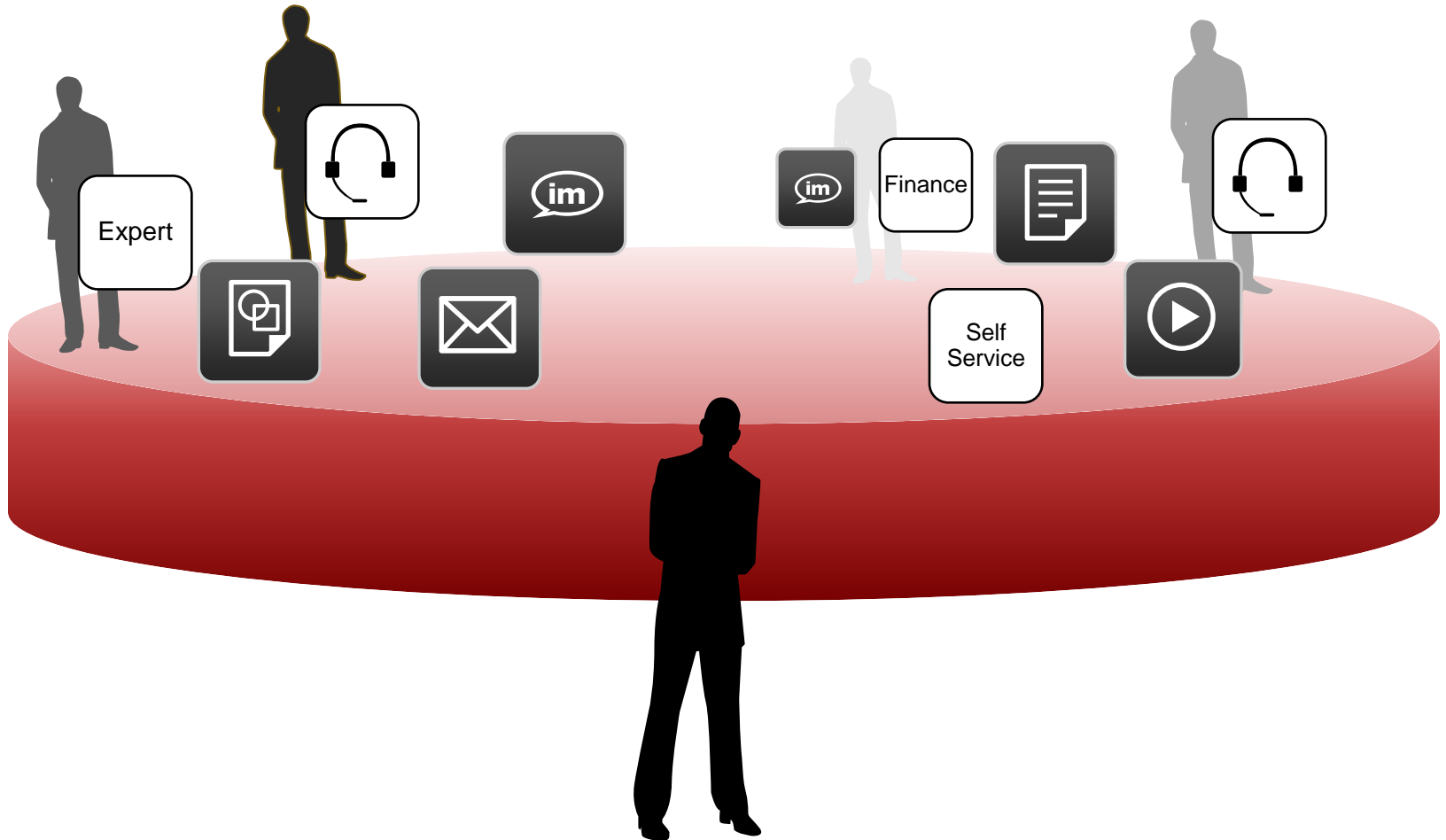
Cloud Based
Services and Applications



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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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

David Murashige

Vice President Business Development
davemura@avaya.com

AVAYA

INTELLIGENT COMMUNICATIONS