Migration of Global eBusiness Commercial Tools

On 6 December 2010, Avaya will move the full suite of eBusiness Tools from Nortel Business Services to an Avaya-owned platform. These tools are currently used to configure, price and order heritage NES products and services as well as a growing set of heritage Avaya solutions. This document explains what associates and partners can expect from this migration and provides recommended actions to minimize outage and ensure a smooth transition.

Please note that some of the links below require you to have your Avaya Sign on (see "recommended actions").

Migration Scope

The eBusiness Tool Suite consists of the following applications that were previously hosted by Nortel Business Services (NBS). These tools have traditionally been used to design, price and order the heritage Nortel Enterprise Solutions (NES) products and services:

- Global Product & Pricing Catalogue (GPPC)
- Enterprise Configurator (EC)
- Order Centre (OC)
- Keycode Retrieval System (KRS)
- OrderPro
- Distributor Back End Crediting Solution (BECS)
- Special Business Administration (SBA)
- Proposal Management Suite (Avaya Internal Only)

Key Benefits

This migration establishes the new baseline for Avaya Quote to Order tools and one of the first steps in our long term strategy for eBusiness tools. Over time, Avaya plans to move additional solutions into this web-based suite, delivering one single set of tools for the design, pricing and ordering of all Avaya solutions and services. To learn more about this eBusiness Tool Strategy, please attend one of the upcoming webcasts scheduled for associates and partners listed on the Global Events Calendar (Note 1) for your theater.

This move will also provide access to those Avaya Associates who have not previously had the ability to use these applications.. All Avaya partners and associates with a need to configure, price and order the applicable products may now take advantage of the functionality and streamlined capabilities these tools have to offer. Please note that order and fulfillment will continue as it does today as Supply Chain and SAP systems convergence will occur at a later date.

Critical Impacts of Change

Avaya has invested significant resources so that this move will not change the user interface, functionality or outputs of the current tools. Catalogue extracts, formats and scheduling will also continue to be available as they are today. The only changes users will experience are in the way the applications are accessed; namely, users can expect a change in passwords, a new registration process, a revised location for these web applications and an updated support request process.

1. **Blackout Period**

   This move will result in a short downtime during which the applications will not be available. Partners should plan to avoid application use for the blackout period as follows:

APPLICATION IMPACTED	REGION	OUTAGE DATE & TIME (EASTERN)			
		START DATE	START TIME	END DATE	END TIME
Global Product & Priicng Catalogue (GPPC)	EMEA	2-Dec-10	3:00 P.M.	5-Dec-10	8:00 P.M.
	U.S., AI & APAC		5:00 P.M.		
Enterprise Configurator (EC)	EMEA		3:00 P.M.		
	U.S., AI & APAC		5:00 P.M.		
Order Centre	All Regions	3-Dec-10	8:00 A.M.		
Proposal Management Suite (Avaya Associates Only)					
SBA Manager (Avaya Associates Only)					
Keycode Retrieval System (KRS)					
Back End Crediting Solutions (BECS) (Distributors)					

   Partners will need to hold orders typically placed via Order Centre beginning Friday, December 3rd at 8 a.m. Eastern (1 p.m. GMT) until Order Centre becomes available on December 5, 2010 at the above noted time. Please ensure that critical orders are placed via Order Centre prior to the outage time.

   EDI orders will be processed with the exception of complex voice orders which will be placed in queue and processed at the start of the business day on December 6, 2010.

2. **Application Registration:**

   For most current users, entitlement to use these applications will automatically be provided with no interruption in your use of the applications. If you do not have access to these applications, please click on the link below to secure a copy of the Global eBusiness Commercial Tools Welcome Kit under 'What's New' which will provide step by step instructions on how to get started beginning December 6th.

   http://portal.avaya.com/ptlWeb/so/CS2010615131231698038

3. **Passwords:**

   Today these applications are accessed by using a 'Norpass' password. As of December 6, 2010, users will sign-on to these applications using the Avaya 'Single Sign On' (SSO). In order to simplify this transition for our users, Avaya is working to ensure that users who do not have a current SSO are provided one in advance of the application move.   Users who do not have an active SSO should automatically receive notification along with a process to activate a new SSO assigned specifically to them. There may be a small group of users for whom we cannot provide an SSO systematically. If you do not receive an SSO activation notification (Channels Only) the week prior to cutover on December 6th, 2010, please click on the below link and follow the outlined process under 'Related Documents' to apply for an SSO.

   http://portal.avaya.com/ptlWeb/so/CS2010615131231698038

4. **Accessing Applications:**

   Below are the new URL's which will be used to access the above noted applications beginning December 6, 2010.

EMEA THEATRE PORTAL PAGE ACCESS. FOR Global Product and Pricing Catalogue (GPPC) and Enterprise Configurator (EC) (All Modules Including the Distributor Back End Crediting Solution)	http://www.avaya.com/ebizu
AMERICAS, ASIA AND GREATER CHINA THEATRE PORTAL PAGE ACCESS. FOR Global Product and Pricing Catalogue (GPPC) and Enterprise Configurator (EC) (All Modules Including the Distributor Back End Crediting Solution)	http://www.avaya.com/ebizn
Order Centre (Order Placement & Status)	http://www.avaya.com/oc
Proposal Management Suite (Avaya Associates Only)	http://www.avaya.com/ProposalSuite
Keycode Retrieval System (KRS)	http://www.avaya.com/krs
Special Business Authorization (SBA) (Avaya Associates Only)	http://sba.us1.avaya.com/sbanet/default.aspx
OrderPro	OrderPro will be downloadable from the eBusiness Portal page. Please access the appropriate portal page for your region as noted above.
Netformx Web Service (EMEA)	https://app37.avaya.com/gppcnfx/GPPCPrices.asmx
Netformx Web Service (US, AI, AsiaPac)	https://app19.avaya.com/gppcnfx/GPPCPrices.asmx

5. **Global eBusiness Commercial Tool Support:**

Effective on 6 December 2010, users will use the following new contacts to obtain support for

	APAC,AI, EMEA, US	**On-line Support Request**	http://www.avaya.com/partner-itss
Avaya Partners & Distributors	United States		1-877-505-2827
	Canada		1-720-444-0130
	Argentina		+54-11-4118-4901
	Brazil	**Telephone Requests**	+55-11-5185-6700
	Colombia		+57-1-592-2805
	Mexico		+52-55-5278-7654
	EMEA		+44-1483-309-811
	Germany		+49 69 7505 1234
	APAC		+65 6872 8700
	APAC,AI, EMEA, US	**On-line Support Request**	http://itss.avaya.com
Avaya Associates	United States		1-866-AVAYA-IT
	Canada		1-720-444-0130
	Argentina		+54-11-4118-4901
	Brazil		+55-11-5185-6700
	Colombia	**Telephone Requests**	+57-1-592-2805
	Mexico		+52-55-5278-7654
	EMEA		+44-1483-309-800
	Germany		+49 69 7505 1234
	APAC		+65 6872 8700

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Please note that no e-mail access to support will be provided.

Recommended Actions

Current Channel eBusiness Users

- You will receive a notification validating that you have an active SSO prior to the cutover date or that Avaya has initiated the process to supply you with an SSO if you do not have one today. If you do not receive notification of systematic SSO assignments the week prior to the migration cut-over, please apply for an SSO at:http://support.avaya.com/css/appmanager/public/support
- On December 6, 2010, test your access to the eBusiness applications. If you do not have access follow the process to register for the tools to reinstate access.
- Update your URL access effective December 6, 2010
- Update your support contact information effective December 6, 2010

New Partner (Without Previous Access)

Partners that do not have access to these systems today but would like access on 6 December will have to request it. To do this, you must have signed an Avaya Reseller Agreement and been assigned a Partner Link ID. The Partner Link ID is a prerequisite for being issued an Avaya Single Sign On (SSO) ID, which in turn will be the way partners access the tools after the move.
If you have not signed an Avaya Reseller Agreement, go to:
http://www.avaya.com/usa/partners/connect/become-a-partner

To request a user password for eBusiness Tools, http://support.avaya.com/css/appmanager/public/support

Learn more about the eBusiness Tool Suite on the Avaya Partner Portal> Business Tools & Processes> Global Commercial eBusiness Tools.. Familiarize yourself with the Welcome Kit (dated December 6, 2010) a comprehensive, step by step process for getting started on the Global eBusiness Commercial Tools located at this site.

New Avaya Associate Users (Without Previous Access)

Avaya associates have unrestricted access to the eBusiness Tools as a result of this move to the Avaya platform.
Learn more about the eBusiness Tool Suite on the Avaya Partner Portal> Business Tools & Processes> Global Commercial eBusiness Tools. Familiarize yourself with the Welcome Kit (dated December 6, 2010) a comprehensive, step by step process for getting started on the Global eBusiness Commercial Tools located at this site.

Links in this document:
Global Commercial eBusiness Tools - http://portal.avaya.com/ptlWeb/so/CS2010615131231698038