



MAC Source Receives Distinction as the First Avaya Business Partner to Successfully Sell Avaya's New Support Advantage Plan!

In the Spring of 2010, Avaya announced a new maintenance support plan known as the Avaya Support Advantage. Avaya Business Partners were allowed to begin selling this support plan immediately under an early adopter phase, with the offer becoming generally available in late 2010.

Around this time, MAC Source was in the process of implementing a new Avaya solution at Onondaga Community College in Upstate NY. MAC Source brought in Steve Valerino, MAC Source's Services Sales Manager, to introduce the new Avaya Support Advantage plan. After careful review with MAC Source, Onondaga Community College chose to sign up for this maintenance agreement. On August 1, 2010, OCC became Avaya's first Essential Support Advantage maintenance customer and MAC Source was given the distinction as the first Avaya Business Partner in the world to successfully sell a Support Advantage maintenance agreement. MAC Source was in a highly competitive bidding situation against Cisco and Shoretel and teamed together with Avaya to offer a winning solution that met the customer's PBX needs and ongoing support needs.

Avaya's Essential Support Advantage agreement provides 24x7 remote software and hardware support, defined response times for major and minor issues, access to software updates, services packs and basic web services for online support.

If you are interested in hearing more about Avaya's new maintenance agreement, please contact Steve Valerino at (315) 833-9539 or svalerino@macsourceinc.com.

Rochester
2110 South Clinton Ave. Suite 3
Rochester, NY 14618
Ph: 585-368-2100

Albany
122 Remsen St., Suite 102
Cohoes, NY 12047
Ph: 518-429-6000

Syracuse
701 Erie Blvd. West
Syracuse, NY 13204
Ph: 315-362-9200

Chicago
Nine Parkway North, Suite 500
Deerfield, IL 60015
Ph: 847-964-2900

Buffalo
15 Hazelwood Drive Suite 106
Amherst, NY 14228
Ph: 716-873-9868