

Avaya Uses IBM in Hybrid Cloud

Written by Frederick Douglas
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Avaya announces its adoption of IBM hybrid cloud solutions to expand the Avaya ReadyNow private cloud unified communications and contact centre offerings internationally while accelerating modernisation.



By working with IBM to implement a hybrid cloud strategy, Avaya plans to tap into technologies such as AI to modernise its offering while enabling customers to benefit from the scale and performance of the global IBM cloud datacentre footprint. Avaya claims hosting and managing select services on a private cloud delivers secure and resilient solutions while accessing higher value services. For instance, IBM Watson APIs can accelerate decision making and further enhance the customer experience.

“Our clients are embracing hybrid cloud strategies in order to modernize their businesses and drive innovation, while maintaining high security standards,” IBM says. “By working with Avaya to integrate this hybrid cloud approach, we can help them enhance their performance and security for clients while accelerating access to higher value services that can help differentiate their offerings and drive customer loyalty.”

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The partnership with IBM comes as Avaya considers the options for its future. It is currently looking into going private, in the face of a [possible merger with Mitel Networks.](#)

Go [Avaya and IBM Sign Agreement to Accelerate Hybrid Cloud Strategy and Drive Business Transformation](#)