



## Zoom and Avaya announce new strategic partnership to deliver enhanced collaboration experiences

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### Avaya selects Zoom's AI-powered collaboration platform, Zoom Workplace, to integrate with Avaya's Communication and Collaboration Suite to help enterprises reimagine teamwork

SAN JOSE, Calif. and MORRISTOWN, N.J., March 25, 2024 (GLOBE NEWSWIRE) -- Today, Zoom and Avaya announced a strategic partnership designed to deliver enhanced collaboration experiences to global enterprises. As part of the partnership, Avaya selected [Zoom Workplace](#) — Zoom's AI-powered collaboration platform that will include meetings, team chat, scheduler, whiteboard, spaces, and more — to integrate with Avaya's Communication & Collaboration Suite, providing customers with a new, streamlined way to manage their communications environments and workflows.

Additionally, Avaya will offer the integrated Zoom Workplace solution and will deliver an enhanced collaboration experience to its base, which boasts some of the industry's largest enterprise customers.

#### Adding innovation value without disruption

Avaya customers can gain additional value from their existing investments in Avaya private cloud and premise-based solutions while also leveraging Zoom's user experience and interface to power their collaboration needs.

"Today's enterprises are seeking to benefit from the latest AI-powered innovations to help differentiate, accelerate, and grow, all while integrating new levels of performance with minimal disruption to existing core systems," said Alan Masarek, Avaya CEO. "By partnering with Zoom, we can deliver on the promise of '*innovation without disruption*' for Avaya customers, providing added value to enterprises through world-class collaboration experiences within the Avaya platform."

"Zoom was built to offer a sophisticated yet easy-to-use product, and as Zoom has expanded to include hundreds more products and features, as well as generative AI integrated throughout, delivering an exceptional user experience is still core to who we are and something we continue to invest heavily in," Eric S. Yuan, Zoom founder and CEO. "Customers and partners like Avaya continue to look to Zoom to power their collaboration needs because of its speed of innovation and because it just works. We are excited to deliver that same experience to the thousands of Avaya customers who will benefit from a simple yet powerful way to collaborate."

#### Enhanced collaboration with Zoom and Avaya

Existing Avaya customers will retain their investments in Avaya's solutions and devices while benefiting from Zoom's AI-powered collaboration platform, Zoom Workplace.

Working together, Zoom and Avaya's partnership is designed to deliver a joint solution that will provide an enhanced collaboration user experience for Avaya customers, including:

- Interoperability between platforms and devices, enabling users to work in Zoom Workplace while also leveraging their existing investments in Avaya's Communication & Collaboration Suite solutions — Avaya Aura and Avaya Enterprise Cloud — without disrupting investments in existing customizations, workflows, or infrastructure.
- Access to Zoom AI Companion, Zoom's generative AI digital assistant.
- Collaboration solutions such as Zoom Team Chat, Zoom Scheduler, Zoom Whiteboard, flexible spaces, and more.

The new Avaya and integrated Zoom Workplace experience and device interoperability will be available to Avaya customers globally in the coming months. More details around the joint solution will be shared later this spring.

#### About Zoom

Zoom's mission is to provide one platform that delivers limitless human connection. Zoom Workplace — the company's AI-powered, open collaboration platform built for modern work — will streamline communications, increase employee engagement, optimize in-person time, improve productivity, and offer customer choice with third-party apps and integrations. Zoom Workplace, powered by Zoom AI Companion, will include collaboration solutions like meetings, team chat, phone, scheduler, whiteboard, spaces, Workvivo, and more. Together with Zoom Workplace, Zoom's Business Services for sales, marketing, and customer care teams, including Zoom Contact Center, strengthen customer relationships across all stages of the customer lifecycle. Founded in 2011, Zoom is publicly traded (NASDAQ:ZM) and headquartered in San Jose, California. Get more info at [zoom.com](https://zoom.com).

#### About Avaya

Businesses are built by the experiences they provide, and every day, millions of those experiences are delivered by Avaya. Organizations trust Avaya to provide innovative solutions for some of their most important ambitions and challenges, giving them the freedom to engage their customers employees in ways that deliver the greatest business benefits. Avaya contact center and communications solutions power immersive, personalized, and unforgettable customer experiences that drive business momentum. With the freedom to choose their journey, there's no limit to the experiences Avaya customers can create. Learn more at <https://www.avaya.com>.

#### Forward-Looking Statements

This press release contains express and implied "forward-looking statements" within the meaning of the Private Securities Litigation Reform Act of 1995, including statements regarding the expected benefits of Avaya using Zoom as its exclusive collaboration platform and product features and

investments. In some cases, you can identify forward-looking statements by terms such as “anticipate,” “believe,” “estimate,” “expect,” “intend,” “may,” “might,” “plan,” “project,” “will,” “would,” “should,” “could,” “can,” “predict,” “potential,” “target,” “explore,” “continue,” or the negative of these terms, and similar expressions intended to identify forward-looking statements. By their nature, these statements are subject to numerous uncertainties and risks, including factors beyond Zoom’s control, that could cause actual results, performance or achievement to differ materially and adversely from those anticipated or implied in the statements, including those described under the caption “Risk Factors” and elsewhere in Zoom’s most recent filings with the Securities and Exchange Commission, including its quarterly report on Form 10-Q for the fiscal quarter ended July 31, 2023. Forward-looking statements speak only as of the date the statements are made and are based on information available to Zoom at the time those statements are made and/or management’s good faith belief as of that time with respect to future events. Zoom assumes no obligation to update forward-looking statements to reflect events or circumstances after the date they were made, except as required by law.

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