

## 2011 Avaya Account/Project Meeting Record

**Account Name:** Wal-Mart HQ  
**Business Area:** DC Retrofit upgrades (Carousel) **Date:** June 1,  
**Meeting Type:** Face: Face **Project:** N/A

### **I. Subject:**

**Meeting with Ken Kelly (infrastructure build director) to understand decision to deploy VoIP via Cisco in Dist. Centers without asking Avaya/Carousel for a quote.**

### **II. Attendees:**

#### **A. Customer:**

1. Ken Kelly, Director Infrastructure Build, ISD
2. Lesa Chilton, Sr. Mgr. Services/Middleware ISD
3. Marc Dence (new 3 months), Sr. Mgr. Network ISD

#### **B. Avaya**

- 1 Dennis Firenze, Global Account Manager

### **III. Meeting Objective:**

**Understand why we were not invited to bid which is untypical of WalMart dual source strategy.**

### **IV. Action Items:**

	<u>Owner</u>	<u>Timeframe</u>
1. Fully understand solution offered by Carousel	D. Firenze	6-15-11
2. Prepare "Unsolicited VoIP/SIP" solution as alternative	A. Sherman	7-1-11
3. Keep ISD informed of "innovative offerings"	D. Firenze	On-going
4. Offer Solution to replace Global Network	Team	8-1-11

### **V. Meeting Summary:**

One hour meeting was called to understand why Carousel/Avaya would no longer be tasked with upgrading/retrofitting remaining DC's from legacy analog voice to VoIP/SIP solutions. This was ordered by J Martin who indicated to me yesterday that the decision was made over 3 years ago to standardize on Cisco so he apologized for our not being informed. Following cordial introductions the meeting turned hostile quickly with Lesa Chilton quoting "Carousel has NEVER touched our DC environment". She further stated that Carousel has only touched some stores and home office. Without being defensive I probed to better understand "the facts" as I had been informed that 35 DC's had been upgraded flawlessly so what is the truth. Lesa then stated that Carousel had upgraded some old PBX Analog phone solutions that had been deployed decades earlier. Which is it then I asked: Carouse has or has not touched the DC's?

I then went down the path of innovation and why I was attracted to Avaya to calm the meeting down. I got a stern warning from Ken Kelly to make sure ISD Infrastructure is informed of any innovative ideas we present telling me a story of how a supplier went around ISD to install a solution just to cost WalMart \$20M having to invest in Blackberry Servers (typical WalMart).

Ken/Lesa told me that Cisco is the standard for VoIP so they were only executing on their standard as decision was made years ago to standardize on VoIP/SIP from Cisco.