AVAYA

Avaya Unified Communications for Teleworkers

Deliver Intelligent Communications to Home Office Employees

Teleworking increases productivity and operational efficiency by offering employees the flexibility to work from their home offices. With almost 100 million[1] teleworkers globally, leading enterprises are leveraging this powerful alternative today. However, the success of any teleworking program depends on the ability of staff to communicate quickly, reliably, and accurately at all times — throughout the organization and with customers and partners.

The Avaya Unified Communications for Teleworkers solution is a complete suite of technologies, services and DevConnect Developer program partnerships that addresses the communications needs of dedicated and part-time teleworkers. Avaya Unified Communications for Teleworkers includes:

- **Innovative communication tools** that provide a headquarters communication experience to remote workers

- **Expert planning, design, management and support services** to augment internal IT capabilities

- **Complementary partner technologies** to complete the Avaya teleworker portfolio

How Can Avaya Help?

Avaya provides teleworkers communication tools that mirror the office work environment — with all of the features employees rely on to do their job right. The Avaya Unified Communications for Teleworkers solution enhances the speed, accuracy, and availability of your organization's communications — allowing employees to respond quickly no matter where they are located. Teleworkers will be more connected than ever before to colleagues and customers.

Drive Productivity

- Provide teleworking employees a corporate office-like communications experience, empowering rapid response time and decision making with Avaya's full suite of Intelligent Communications applications

  —Enable callers to contact remote workers with a single number as easily as if they were in the office, saving employees an hour or more per week by minimizing "phone tag"

  —Staff can quickly identify when teleworkers are available for a phone call or instant messaging exchange via "presence" capabilities

- Decrease employee commute times, typically well over 30 minutes per day[2], giving employees more working hours per week

- Tap new labor pools and retain key employees by offering the option to work from home rather than relocate. According to a compensation survey by Robert Half International, 33% of respondents said a telecommuting/
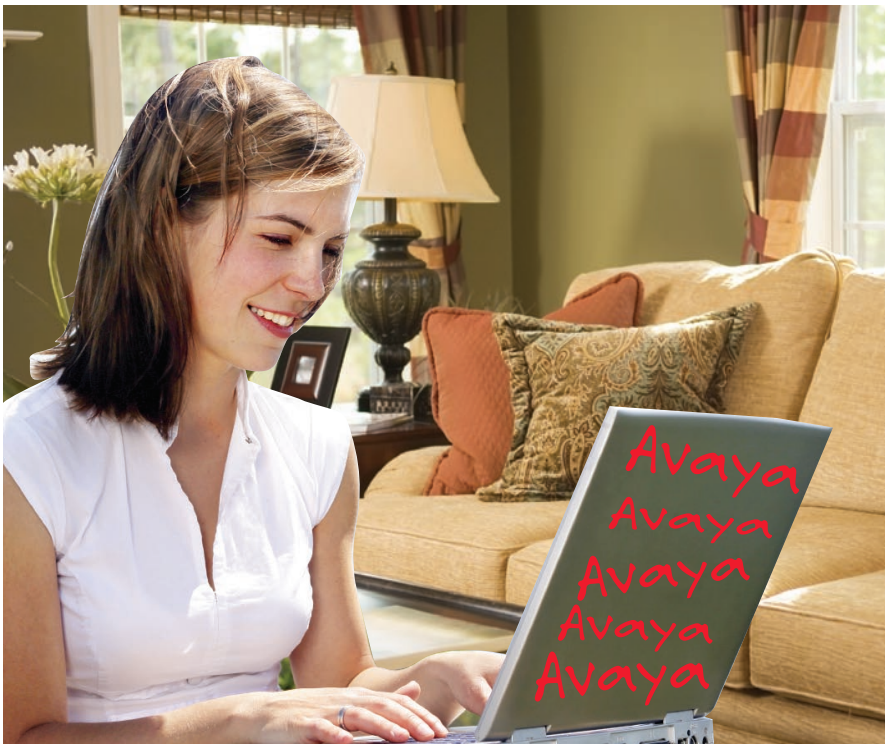
[1] Gartner, 2007
[2] Colorado Telework Coalition, 2000

flexible schedule is the best way to attract top talent. Employees can also be located closer to top customers.

- Teleworkers place calls directly through the office communications system, eliminating time spent tracking and submitting calls for reimbursement

Enhance Business Operations

- Significantly reduce real estate costs by decreasing dedicated office space. Companies can save 25% or more on annual real estate expenses[3]

- Realize additional facilities savings with "hot desking", allowing one desk to be shared among several people who use the desk at different times

- Leverage corporate long distance rates for teleworkers vs. teleworkers' home or wireless rates for expensed business calls — savings up to $.05 per minute

- Support community and federal "green initiatives" to reduce traffic congestion, air pollution, and energy consumption

- Provision critical employees in the event of adverse weather conditions, emergencies or other incidents to ensure business continuity

Streamline IT Management

- Replace complex teleworking programs that require additional home lines, end-user telephone expense reports, external product and service providers, etc.

- Encrypted Internet connections for secure teleworker access minimize remote access expenses and complexity

- Avaya professional services helps to ensure all the pieces of your Teleworker Solution, from planning through execution, come together with minimum disruption and maximum result

- Deploy teleworking programs even where only dial-up network connections are available

Solution Components

Technology

The Avaya Unified Communications for Teleworkers solution consists of software, and supporting hardware, that provides enterprises the flexibility to choose the application that best meets individual end users' needs. Leveraging the UC Standard Edition package, the solution offers thick, thin and mobility clients. Applications also integrate with with leading productivity suites such as IBM® Lotus® Sametime® and Microsoft® Office Communications Server to give enterprises both centralized and desktop deployment options.

- **IP Softphone (H.323) and Avaya one-X™ Desktop (SIP)** — transform Windows-based PCs into intelligent collaboration endpoints with client-based control of phone calls and telephony features. Teleworkers can make, receive and handle voice calls; send instant messages; leverage video communication; and track presence using an intuitive graphical user interface. For toll-quality voice, home office workers can manage calls from the PC while directing voice traffic to any designated telephone — home or mobile.

- **VPNremote** — VPN software application enables employees to plug in a physical Avaya IP telephone at home or anywhere in the world (with a broadband Internet connection) and use the corporate phone network as though they are sitting at a headquarters site. Separate home-based VPN hardware is not required.

[3] Self-Reported Results from Leading Global Companies, 2007

- **Avaya one-X™ Mobile** — software client family that enables mobile device access to Avaya Communication Manager features via an integrated GUI. Includes integration with Symbian, Windows Mobile 5, RIM, Palm, J2ME, and WAP

- **Extension to Cellular (EC500)** — delivers one-number access by enabling calls bound for an employee's business number to ring simultaneously on both their office phone and up to four wireline and mobile phones

- **Avaya one-X™ Portal** — web-based software solution that provides teleworkers with control of telephony, conferencing, messaging, and mobility administration, as well as access to corporate and personal contact information

- **Application Enablement Services for Microsoft® Office Communications Server** — server-based software solution that enables Microsoft Office Communications Server to leverage the rich telephony capabilities of Avaya Communication Manager, including click-to-communicate features, presence, and access to directory and contacts

Services

Avaya and its partners have more than 20 years of experience servicing multi-vendor voice and data networks, supporting hundreds of products and collaborating with other experts in the field. Avaya Unified Communications for Teleworkers is backed by a comprehensive set of service offers from Avaya Global Services to ensure a smooth transition to teleworking. Services include:

- **Assessment**
  Avaya's collaborative consultation begins with developing an understanding of your current business strategy and ends with a report highlighting the financial and operational impacts of a teleworker program at your organization. Output includes a technology, demographic and business continuity assessment; ranked change opportunities; business plan; implementation strategies; and performance metrics

- **Installation and Configuration**
  Implementation of your teleworker capabilities is made easy with knowledgeable technical and professional

services associates available to help deploy your applications — freeing your critical IT resources to remain focused on supporting your core operations. These experts also provide an advantage for knowledge sharing — avoiding costly project over-runs and achieving timely implementation through standard delivery best practices

- **Diagnostics and Monitoring**
  Teleworking employees are critical to your company. Diagnostic and monitoring services ensure uptime to prevent work flow disruptions and give you peace of mind as the system grows with your company. Our patented tools and industry certified technical experts can remotely monitor your applications end-to-end, reducing the risk of encountering a major outage by resolving 98% of all system-generated alarms before you know they happen

- **Support**
  24/7 support means help from the right expert is always near. Based on your business requirements, support can include technical guidance (for implementation, administration, features, and applications); product support; moves, adds, & changes (MACS); remote backup administration to ensure data availability; and system/network performance management

  With Software Support Plus Upgrades your business may elect to receive all software upgrades, keeping your applications current, gaining new features and functionality and enabling you to protect your investment.

Partner Ecosystem

To deliver a complete range of solutions for its customers, Avaya has assembled a strong network of partners that offer best-of-breed technology. With each enterprise taking a unique approach to its teleworker program, Avaya's partners ensure the right technology is always available for your company.

Industry leading vendors are selected by Avaya for their expertise in applications, hardware and services. From secure networking, to vertical specific applications, to quality-of-service solutions… as Avaya DevConnect Developer members, partners' technology integrates smoothly with the Avaya's teleworker portfolio. Technologies include:

- corporate communications network extension

- secure networking

- home routers collaboration

- SIP network services

- quality-of-service (QoS)

- and more..

Get the Avaya Advantage

Avaya solutions combine array of innovative applications, consultative and technical services, and a partner

ecosystem of industry leading vendors. Avaya integrates these world-class services and leading-edge technologies - proven in the global marketplace - to deliver a complete communication solution, so that you can concentrate on the business at hand.

Learn More

For more information about how the Avaya Unified Communications for Teleworkers solution can help your organization meet changing communications challenges, contact your Avaya Client Executive or Authorized Avaya BusinessPartner. Or, visit us on our Web site: **avaya.com**

About Avaya

Avaya delivers Intelligent Communications solutions that help companies transform their businesses to achieve market-place advantage. More than 1 million businesses worldwide, including more than 90 percent of the FORTUNE 500®, use Avaya solutions for IP Telephony,

Unified Communications, Contact Centers and Communications Enabled Business Processes. Avaya Global Services provides comprehensive service and support for companies, small to large. For more information visit the Avaya Web site: http://www.avaya.com.

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