



Commitment to the Environment

SHPS

Voice-over:

SHPS is a leading, independent provider of health solutions. With offices all over the country, the company needed a better way to recruit and retain employees. Lewis Athow, a senior telecom analyst at SHPS, explains how home agents have transformed the business.

Lewis Athow:

We have found that having a home agent program has been an overwhelming factor in helping us to retain valuable associates. But we've also found that it has become a powerful recruiting inducement for new associates and particularly new nurses because it's a capability that is not offered by many of our competitors, particularly in the areas of nurse triage and telephone triage in the Seattle area.

Voice-over:

Today, SHPS has over 150 registered nurses and support specialists working remotely with Avaya IP Agent and Avaya IP phones. With home agents, SHPS no longer needs additional real estate, even as business continues to grow. In fact, the company plans to reduce its Seattle office space by 25%. This means annual savings in energy, maintenance and waste—huge benefits to SHPS' bottom line...and the environment.

Lewis Athow:

Certainly the impact on commuting is probably the greatest benefit to the environment. Reduction in fossil fuel used by each of the associates is substantial and the environmental benefits of that are self-evident.

Voice-over:

It's clear that SHPS realizes how smart business decisions can have a healthy impact on the environment.

Lewis Athow:

What makes sense for our company's bottom line often makes sense for the environment as well.

