



## FACT SHEET

### Solutions for Government

# Using Avaya Intelligent Communications to Enhance Productivity in Government

**Avaya delivers intelligent communications solutions that enable government agencies to operate more productively—streamlining information flow and simplifying administration.**

Government organizations are continually called upon to support new citizen services while holding the line on budget increases. Now a new generation of communications capabilities is enabling government agencies to use their networks to offer more services more efficiently while managing or driving down operating costs.

Avaya Intelligent Communications solutions help deliver these results by bringing together a wide range of communications capabilities — from basic telephony, e-mail and voice and instant messaging to customized mobility offerings, self-service options and contact center solutions — enabling the public sector to operate more cost-effectively, and with higher productivity by:

- Empowering important personnel with productivity-boosting communications capabilities that they can use from a mobile device.
- Automating routine administrative tasks.
- Making critical people and resources more available.
- Streamlining the flow of information and enabling public sector institutions to focus on core responsibilities.



## Empowering the Mobile Government Worker

Many government employees are away from their desks — in the field. Avaya makes it possible to enhance their productivity and effectiveness by extending advanced communications capabilities to standard mobile devices anywhere. Instead of giving out their office, cell and home phone numbers, single number reachability using Extension to Cellular allows mobile employees to always be reached while Unified Messaging allows them to access their email and calendar through their telephone. Avaya solutions don't dictate which communication is used — they establish the standards and partnerships to allow you to choose the right solution, for the right person, at the right time.

## Making Costly Expertise Easily Available

Most government agencies are “multi-channel” today — citizen services are provided via a contact center or through Web-based or phone-based self service options. But facilitating collaboration and making information and/or personnel available across these channels can be expensive.

With collaboration solutions such as audio conferencing or web conferencing, quickly gathering together key decision makers or finding an expert to address an

What's possible with Avaya solutions?

- Respond more effectively to the everyday needs of constituents
- Simplify routine administrative tasks
- Empower government employees to do their jobs more effectively
- Lower the costs of system administration and maintenance

urgent matter can be simple. These applications also deliver savings over the ongoing cost of network based conferencing services.

### **Streamlined administrative procedures**

**Self-service:** Avaya Voice Portal solutions enable citizens to obtain a broader range of information and complete routine transactions with greater speed and at any time over the phone.

**Reduced call handling:** Advanced call routing and embedded automated attendant features can help callers reach the right resource directly, reducing the time employees spend providing phone numbers or transferring calls.

### **Maximize your resources**

By using intelligent communication capabilities you can leverage personnel resources more effectively, sharing them across your entire organization.

**Teleworking:** IP-based solutions make it possible to equip a new generation of home-based employees with the communications tools they need to support your organization, enabling you to reach a broader pool of skilled resources.

### **Seamless communications across locations**

Artificial barriers between agency offices can make communications difficult and prevent opportunities for cost-saving measures such as sharing resources and

messaging systems. System administration for separate systems is also more costly — you may need onsite system administration capabilities in each location within your organization.

With an Avaya solution, you can consolidate the communications serving multiple buildings into a single set of centralized communication applications. Employee moves and changes become much simpler tasks, visiting offices can be set up, and you can manage the entire communication system from one location via a single web browser interface.

### **A cost-effective structure**

Avaya solutions are designed to ensure that the gains in productivity afforded by intelligent communications are not lost by requiring an additional investment in infrastructure or ongoing administration and maintenance. And Avaya system management tools give you the ability to administer both IP and circuit switched systems simultaneously, potentially delivering huge savings in day to day administration.

### **Learn more**

Today, many of the leading metropolitan, state, and federal agencies — from law enforcement to legislative offices — rely on Avaya Intelligent Communications solutions.

*To learn more, contact your Avaya Client Executive, Authorized Avaya BusinessPartner or visit [avaya.com/gov](http://avaya.com/gov) for white papers, case studies and other information showcasing Avaya solutions in action in the government sector.*

#### **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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