



FACT SHEET

What's possible with Avaya communications continuity solutions?

- Intelligent communications solutions leveraging IP-based capabilities for continuous communications
- Allow employees to work from home or an alternate location when they can't report to the office
- Built-in system redundancy to maximize continuous operations

Solutions for Government

Using Avaya Intelligent Communications to Enhance Operations Continuity

Avaya offers comprehensive solutions enabling public sector organizations to deliver operations continuity and resilient performance amidst emergency situations.

When disaster strikes, the public depends on government to lead the way. Whether the outage is due to a natural disaster or a routine maintenance glitch, continuity of operations and communications resilience under the most demanding conditions are a necessity.

Cost-effective, Flexible Operations Continuity

Avaya takes a comprehensive, multi-layered approach to operations continuity, with options you can rely on to:

- Reduce the likelihood of an outage or disruption.
- Create flexible failover options that speed recovery and are easy to set up and administer.
- Leverage IP-based communications for flexible, cost-effective alternatives to costly, redundant back-up facilities.
- Support total communications continuity across multi-vendor technologies including TDM and IP-based infrastructures and applications.

Avaya provides government agencies with the leading edge communications technology they need, without sacrificing the 99.999% reliability.



Comprehensive Redundancy

Comprehensive redundancy capabilities are critical. Avaya delivers innovative redundancy capabilities through flexible failover options. For example, in a multi building environment, losing a connection between buildings sometimes means that communications is lost at a remote location. But Avaya employs a number of techniques to enable communications to continue. Patented technology also constantly monitors the entire network to route communications automatically over the best connections — ensuring quality communications.

Emergency Notification

Emergency situations require quick and effective notification to 1st responders and citizens. Avaya provides a choice of solutions to meet your varying needs — with notification features built into the Avaya messaging applications to overhead paging systems to specialized notification applications from the many Avaya DeveloperConnection members.

Work Remotely — From Home, From Anywhere

Avaya solutions enable government employees to keep connected no matter where they might be — at home, on the move, or at an alternate organizational site. Government

employees can leverage their Avaya communications capabilities from anywhere — allowing them to support citizens even if they can't report to their office.

Collaboration applications such as web collaboration and audio conferencing allow work groups to function effectively even if geographically dispersed. And they can be used to quickly make information and/or highly-valued experts available, even if they can't be there in person. Shared communications between offices can also bridge the gap in a crisis mode.

Interoperability

Communications across network types, to different devices, and to other entities (communities, agencies, or organizations) is essential to emergency preparedness and public sector operations continuity needs. Avaya works collaboratively with a number of leading communications vendors to deliver interoperable solutions — such as Twisted Pair with their WAVE wireless application that connects telephones to radio.

Built on open standards, the Avaya solution enables a broad range of interoperability — meeting Department of Defense Joint Interoperability Test standards.

Keep Your Communications Up and Running

Routine maintenance is a critical part of any operations continuity strategy. Through its built-in remote

diagnostics capabilities, Avaya dramatically reduces the number of outages due to routine system failures. Avaya remote capabilities resolve some 600,000+ trouble alarms for Avaya customers each year. 96% of all system alarms (on Avaya Communication Manager systems) can also be resolved without technician intervention, reducing impact of outages and saving millions a year. The use of fewer servers also means fewer points of failure, fewer reboots, and software upgrades.

Continuity Planning

Avaya works with you to tailor the best continuity plan for your organization — individually and holistically — pointing out vulnerabilities, seeking out ways to increase control, and addressing a broad range of scenarios. Compliance standards as outlined in governmental directives are also incorporated into your framework to ensure that you are adhering to all current regulations for preparedness.

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 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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