



equipped home offices with the same communications functionality as in the office. Home workers have a router that incorporates a virtual private network (VPN) along with a firewall. The Avaya IP phones plug directly into the router.

Mindwave worked with an Avaya Authorized BusinessPartner to establish the company's new communication solution. According to Snook, the whole process went remarkably smoothly. *"Once we made the decision for a 'go' with Avaya IP Office, we found that the installation was essentially pain-free. Small problems were solved quickly, and now we can perform almost all functions in-house. When we relocated our office recently, we found that the system is easy to move and easy to configure."*

## Results

- **Cost savings:** Mindwave has successfully moved over 60% of its staff to home offices, and this enabled the company to move to smaller office facilities, reducing their real estate costs by 89% (\$2,000 per month vs. \$11,000). Additional savings are realized through in-house management of the system and reduced conferencing costs.
- **Flexibility to accommodate peaks and valleys in the business:** Although the firm actually began moving people home during a time when their business was expanding, they have found it valuable to be free of huge real estate expenses that are difficult to manage during the "valley" times. They can concentrate on supporting staff with excellent benefits and technological improvements, rather than being burdened with high real estate costs.
- **Green benefits:** The firm now has 13 of its 21 employees working at home most or all of the time. This translates to savings on fuel that would be required for commuting and reductions in auto emissions.
- **User satisfaction and productivity:** Office and home workers appreciate the superior audio quality and functionality of their handsets, voicemail, and conferencing capabilities, which enable them to work smarter and quicker.
- **Successful home office deployments:** Company management has been pleased with the performance of those who work at home. Those who do "face down" work such as reporting have significantly increased productivity, while those who manage project teams from home have maintained a level of productivity similar to what they had in the office. Monitoring capabilities are "built into" the Avaya solution, but because of their efforts to help home workers be well integrated, management does not have to use extensive monitoring to maintain productivity.
- **Ease of management and scalability:** With the intuitive IPO management, Mindwave's IT team can perform almost all changes and additions to the system in-house, with minimal service calls. They have developed an effective mode of home office deployment by standardizing the equipment and firewalls that are provided at each location. They feel they are well positioned to add new technologies as they become available.

## Applications and Services

- |                                 |                            |
|---------------------------------|----------------------------|
| • Avaya IP Office 500           | • Avaya 5420 Digital Phone |
| • Avaya IP Office VoiceMail Pro | • Avaya 5621 IP Phones     |
| • Avaya 5410 Digital Phones     | • Polycom Soundstation     |

All statements in this Case Study were made by Jason Snook, IT Director, Mindwave Research

For more information on how Avaya Intelligent Communications can take your enterprise from where it is to where it needs to be, contact your Avaya Client Executive or Authorized Avaya BusinessPartner, or visit **"Do Your Research"** at [www.avaya.com](http://www.avaya.com).

**“Avaya IP Office is the right solution for us on many levels. Most importantly, it enables an extremely effective home office solution that we’ve deployed for 13 out of our 21 employees. The cost savings are outstanding, allowing us to reduce real estate expenses dramatically, achieve flexibility to meet the hills and valleys that occur in any service business, and invest in people and technology rather than high costs for office space. We’ve improved our audio quality and conferencing capabilities, and we’ve seen some real increases in productivity.”**

- Jason Snook, IT Director, Mindwave Research