



Go Green with Avaya

Introduction

Environmental Stewardship is all inclusive.

Organized environmental stewardship activities have been taking place since the Sierra Club was founded in May, 1892. Companies of all sizes all around the globe have implemented varying levels of environmental improvements. These changes have been afoot for decades by individual companies. However, it is through the collective efforts of all companies that will make an impact in carbon footprint reductions necessary to stem and turn the tide of global warming.

Avaya Intelligent Communications solutions support your desire to become more environmentally friendly.

A “carbon footprint” is the direct effect that your actions and lifestyle have on the environment due to carbon dioxide emissions from such activities as traveling to and from work or the use of electricity. Avaya designs products, applications and solutions, which can help you reduce your carbon footprint. They help minimize travel by supporting remote workers, collaboration via audio and web conferencing, datacenter footprint reductions and more. Avaya helps you address your environmental goals, while contributing to your bottom line.

Avaya Products, Solutions and Services Support Green

Avaya environmental initiatives are broad-based and span the entire business.

Avaya Products

The requirements of the environmental legislation/ regulations have been incorporated into the Avaya Design for Environment (DFE) Guidelines and Requirements document and associated checklists. In this way, Avaya personnel at the front end of the New Product

Introduction (NPI) process can ensure that Avaya-designed products are compliant with the relevant environmental legislation/ regulations.

Avaya’s commitment to high quality, intelligent voice communications at a low environmental cost applies to product portfolios being developed today, as well as those developed years ago.

- Avaya has had an ISO 14001-based EH&S Management System for its facilities and services since its inception in 2001, with EH&S Committees deployed at most locations with greater than 50 employees worldwide. These locations drive EH&S continued improvement at these locations. In addition, Avaya has an ISO 14001 Environmental Management System (EMS) for its Design for Environment process.
- Since 2002, Avaya has realized a 40% efficiency gain in our terminals. When Avaya’s Gigabit IP Phones are paired with Extreme Network’s Universal Port Software, a 75% reduction in terminal power consumption is achieved. Avaya attained this power reduction as a result of the Avaya-Extreme initiative called “Go Green at Gigabit Speeds.”



- Avaya's virtualization technology reduces energy consumption by reducing the requirement for physical servers when running multiple applications.
- Avaya 46XX family of IP terminals are 40% more efficient today than they were in 2002 and have more functionality (e.g. backlighting of bigger displays, higher resolution displays, better audio quality), which enhances the customer experience. Avaya terminals are IEEE class 2 classified and require less power to operate than Cisco's, Nortel's or ShoreTel's terminals, which are all IEEE class 3 classified.
- Avaya embedded servers can provide considerable power savings when compared with OEM servers for low end applications.
- The power consumption of embedded IP media processors has been reduced by 64% by Avaya's re-development using the newest technology available.
- The power consumption for conferencing bridges has been reduced by 84% using the newest technology available, and the footprint of conferencing bridges has been reduced dramatically as a result of transitioning from a hardware to a software solution.

Avaya Solutions

Avaya Unified Communications for Teleworkers is a complete solution of technologies, services and partnerships that addresses the communications needs of dedicated and part-time enterprise teleworkers. Similarly, Avaya Unified Communications for Small Business meets the unique needs of full-time, part-time, and mobile workers.

This solution includes:

- **Technology:** Software and supporting endpoint hardware provide enterprises the flexibility to choose the solution that best meets the needs of their employees. Leveraging the Avaya Unified Communications Standard Edition, Unified Communications for Teleworkers offers thick, thin and mobility clients and integrates with leading productivity suites like IBM® Lotus® Sametime® and Microsoft® Office Communications Server. Unified Communications for Small Business is a single, powerful suite of software applications for the Avaya IP Office communications system. It delivers the flexibility to help prevent lost productivity, maintain high customer service levels and keep costs in check.
 - **Services:** The Avaya Global Services Teleworker Assessment engagement outlines the framework and foundation for your teleworker communications plan - providing a roadmap for success. Our comprehensive set of services includes planning, design, multi-vendor implementation and software support plus upgrades for your Avaya solution.
 - **Partnerships:** Avaya has assembled a strong network of partners that offer best-of-breed technology to deliver the most complete range of solution options for our customers. From secure networking, to industry specific applications, to quality-of-service solutions, Avaya DevConnect members' technologies integrate smoothly with the teleworker approach you choose.
- Teleworking solutions support moving toward a green work culture, and also provide solid business benefits.
- Commute time for 100 workers equals 23,333 hours per year, with a time value of \$700,000 per year (US Department of Transportation).
 - Telecommuting saves an average of 52 minutes of commuting per day as well as an \$840 gas expenditure per year (Department of Transportation).
 - 33% of workers select employers offering flexible schedules over those who do not offer telecommuting (Robert Half International Survey).
 - Telecommuting increases productivity by 31% based on fewer disruptions, less stress, and reduced commuting time (British Telecom Internal Survey).
 - Office space can cost \$6,000 per worker per year, based on square foot costs across US office space used per worker. Telecommuting can cut real estate costs by 25% to 90% (PC World).

Avaya Services

Avaya Services and EXPERT Systems are environmentally friendly, emphasizing remote management support. Some firms provide remote monitoring capabilities; but Avaya takes service to the next level by providing fault and error correction remotely over 98% of the time on its

DEFINITY servers, Avaya Communication Manager, Call Center and Messaging Solutions. Remote management and correction vastly reduces the need for service truck rolls. In addition, remote support reduces network degradation, and improves business process flows. This also means faster resolution of issues as people do not need to travel onsite.

How Avaya Has Helped Customers to Go Green

Green communications technology choices have a positive impact, described in these real-world cases.

SHPS provides healthcare management software to large corporations and government agencies. The company started its home agent program in 2000 and today has over 150 home agents who use Avaya IP Agent and Avaya Softphones. “We started the program so we would have greater scheduling flexibility, and to satisfy agent wishes,” says Lewis Athow, Senior Telecom Analyst for SHPS. “Later we began to realize the green benefits of the program. We certainly do reduce the amount of commuting by our agents.”

LifeNet Health, the nation’s largest non-profit, full-service organ donation agency and biomedical tissue banking system, implemented a mobile worker solution. LifeNet’s telecommunications manager states, “The ability to communicate effectively at the office, on the road or from home offers our people the opportunity for well-needed mental downtime. When you’re in the midst of a potentially critical medical situation, it is very helpful to have the option of handling communications from home or other locations.” Solutions include Unified Communications and VPNremote phones to virtual workers, allowing staff to access directories, conduct conference calls, and receive voicemail and e-mail from wherever they are. In the first year, LifeNet increased communication reliability and effectiveness. Employees are effective regardless of location, and communications efficiency helped increase tissue grafts supplied by 10%.

AAA Mid-Atlantic started its home agent program in 2002 to reduce its real estate costs and improve the work-life balance of its agents. AAA uses Avaya IP Agent and IP Softphones. The home agent program has 60 agents

today and is expanding, but AAA’s contact center space has shrunk.

Avaya by Example

At Avaya, we wanted to remain competitive and meet our changing need for talent by recruiting globally, and – having learned through surveys that our employees want a better balance between their personal life and work life – we needed to provide flexible work options.

The perfect solution to address this was the deployment of our extensive, comprehensive teleworking solutions, including soft phones, VPN remote hardware, Extension to Cellular, Avaya one-X™ Mobile, and Microsoft integration for presence capabilities and contacts.

Avaya then initiated a plan to hire teleworkers globally, while avoiding business disruption. As a result:

- Carbon emissions were reduced by over 8,000 tons per year through reduction of employee travel by over 15 million miles annually.
- Over 2,200 employees are full-time teleworkers.
- 75% of Avaya’s employee base telework at least part of the week.
- Teleworkers collaborate as effectively from a remote work site as they do when in the office.
- Avaya experienced zero down time during Hurricane Charley.

Partnering for Green

Avaya and Extreme Networks

Avaya and its strategic global partner Extreme Networks® have demonstrated how an Engaged Network for Intelligent Communications can deliver real energy reductions and cost savings while offering a converged network for IP telephony at Gigabit speeds. The “Go Green at Gigabit Speeds” initiative outlines how the combination of Avaya’s IP Communication Solutions and Gigabit IP phones with Extreme Networks Universal Port software can automatically help optimize the power consumption of connected devices, thus reducing electricity use. It provides precise control over individual workstations and desk phones and other PoE-capable devices, enabling one to maximize power efficiency.

Avaya IP terminals used in association with Extreme Networks' Universal Port™ feature can power down terminals in non-emergency applications and reduce power consumption by 75% over a week's duration.

Avaya and Juniper Networks

Avaya and Juniper deliver integrated branch office solutions incorporating telephony, routing and security. The solutions deliver converged voice, video and data to branches facilities, and provide survivable access to Avaya's feature-rich, centralized Communication Manager-based applications in a single enclosure. A single device reduces network complexity as well as power draw and cooling requirements.

Avaya and Its Community of Alliances

Avaya and members of its BusinessPartner program strive to provide the greatest value for a company's communication investment. We seek alliances that work on many levels of integration to support intelligent communications. Our mutual integration efforts with HP, IBM®, Microsoft® and our DevConnect members offer solutions that provide solid, reliable communications while concurrently enabling remote and mobile connectivity. Environmental stewardship is a benefit of all of our solutions when viewed from the perspective of anytime, anywhere collaboration capabilities.

Ongoing Green Leadership Commitment

While Avaya products provide a measurable path to a greener performance, Avaya is taking a holistic approach to its green objectives in the following ways.

- Avaya's executive team oversees the Green Core Team and considers Avaya's environmental stewardship a top priority. The Green Core Team's role is that of a catalyst and driver for company-wide green targets, roadmaps and actions.
- Avaya provides free access of our audio and web conferencing products to the Alliance for Performance Excellence in support of the Malcolm Baldrige National Quality Award program. By providing these services to the thirty-seven U.S. states and six regional Baldrige-based organizations making up the Alliance, the carbon footprint associated with travel is reduced by over 1.5 million miles per annum – and Avaya is stepping up as a steward of the environment.
- Through a comprehensive supplier management methodology consisting of pre-audits, contract development, Quarterly Business Reviews and annual performance audits, Avaya ensures the selection and business practices of its key suppliers are in alignment with Avaya green expectations and initiatives.

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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