The need for business owners and employees to stay in touch and on top of communications with and to each other has never been greater. Your employees demand and deserve a safe and secure environment in which they can work productively with assurance that when threatening incidents occur, the right tools are in place to create a rapid and effective response.

How fast can your business respond?

An incident with a weapon has been reported at or near your company and you need to issue a “lockdown”. Right before your day starts, a fuel delivery truck is involved in a traffic accident right outside your office gate. A gas leak has been reported in the proximity of your main parking structure and you need to issue an evacuation alert to those in the affected area. One of your key sales people has just called in sick and you need to find a replacement for a critical customer demonstration. You need to leave messages with all employees to remind them of a pending benefit sign-up deadline. What single communications solution can address all these requirements?

Forward-thinking businesses are looking to next generation business communications systems to address these issues – systems that are flexible and powerful enough to support notifications to enhance routine operations and during emergency scenarios.
Traditional emergency notification systems can help in some ways, but may not be adequate in an era of mobility and social media where communication choices through Voice over IP (VoIP), SMS, Facebook and Twitter may be preferred. Some are proprietary systems and don’t integrate easily, if at all, with modern communications technology such as IP Desk Phones or Mobile clients. These and other shortcomings may prevent the type of effective response required when threatening incidents occur.

A better way with the Avaya Cloud Notification Solution

With the Avaya Cloud Notification Solution (ACNS), business of any size can be confident that they have the communications tools in place to keep personnel informed when incidents occur, provide updates as they occur and instructions on what to do and keep them apprised as events unfold.

The ACNS can deliver:

• **Speed, Scalability and Capacity** – notify small targeted security teams or the entire employee in real-time.

• **Pre-scripted or Pre-recorded Messages** – before an incident occurs or ahead of a scheduled event, prepare recorded messages and specify the list of contacts to whom the messages will be sent.

• **Multiple Ways to Trigger Notification** – when an incident occurs, trigger the notification through a web portal, by placing a call, or sending an email. Notifications can also be triggered automatically from a third-party system.

• **Notifications to Diverse End Points** – place notification calls to office phones, home phones and wireless phones. Send messages through SMS, email and Mobile clients. Enable text messages to be converted to audio (via text to speech) for play during a notification call. Broadcast to overhead speakers and horns. Display on digital signage. Send updates to social networking sites.

• **IP Phone Zone Paging and Speakers/Horns** – define zones of IP phones and broadcast audio and/or text messages, audible through the phone’s speakers and visible in the display window.

• **Conferencing and Collaboration** – using the Equinox conferencing service provided by Avaya or by configuring the system to leverage third party conferencing and collaboration services, broadcast messages can be configured to seamlessly bring key stakeholders into a real-time audio conferencing bridge.

• **Detailed Reporting** – for real-time insight into who has been notified and if they have responded – how they responded, at what time and from which device. Summary and detailed reports are available through the Web Portal. For customized reports and analytics, “raw” data is also available for download.

• **Partitioning** – allow different departments, locations or office centers to work within their own private partition, yet utilize a single system, leverage similar scenarios and share a common resource.

• **Web Portal Application** – for ease of administration, operations and management of the system.
Benefits from leveraging the ACNS can include:

- **Risk Mitigation** – provide businesses with the tools to effectively respond and take control when an unplanned incident or threat looms.
- **Compliance** – broadcast relevant messages to specific individuals or contacts according to their roles, responsibilities and authority or according to the institution’s policy.
- **Reporting** – capture and consolidate message broadcast responses, see who was able to respond and when for real-time management of people and resources.
- **Situational Awareness** – gain visibility into how your organization is responding in real-time. Call and page staff and homes.
- **Lower Total Cost of Ownership** – leverage a single system for lockdowns, overhead paging, responding to emergency incidents and leaving messages with employees and staff.

The Avaya difference

With safety and security a paramount concern, technology is important, no doubt. However, an effective notification solution should encompass much more. It should be able to consider your existing environment, policies, procedures and workplace design. It should be able to leverage existing resources wherever possible and reinforce proven processes. And, bottom line: it should be about getting the right information out to the right people at the right time.
With the ACNS, businesses of any size can be confident that they have the communications tools in place to keep personnel informed when incidents occur.

Your employees demand and deserve a safe and secure environment in which they can work productively with assurance that when threatening incidents occur, the right tools are in place to create a rapid and effective response.

Avaya consultants and advanced solution architects work with businesses to understand their environment and how its unique characteristics determine the configuration, design and installation of the ACNS. Working within the parameters of your existing infrastructure, we guide you through critical decisions about deployment, timing and activation of the system. We deliver comprehensive formal training and documentation, and we offer knowledge transfer every step of the way.

A trusted partner to businesses globally

In an increasingly complex world, it’s not just a matter of if an emergency will occur — it’s a matter of when and, more importantly, what type. Every business has the responsibility to provide the best and most comprehensive response planning possible, along with a means to stay in close contact with their employees and staff. Avaya is the trusted partner to turn to.

About Avaya

Businesses are built on the experiences they provide and every day millions of those experiences are built by Avaya (NYSE:AVYA). For over one hundred years, we’ve enabled organizations around the globe to win—by creating intelligent communications experiences for customers and employees. Avaya builds open, converged and innovative solutions to enhance and simplify communications and collaboration—in the cloud, on premise, or a hybrid of both. To grow your business, we’re committed to innovation, partnership, and a relentless focus on what’s next. We’re the technology company you trust to help you deliver Experiences that Matter. Visit us at www.avaya.com.