Avaya
Avaya one-X Portal

IBM

Business Challenge

Enhancing employee productivity is a key requirement and challenge for most enterprises. Access to enterprise communications is now required by workers working within and outside the office in order to increase productivity and responsiveness and to create competitive advantage. However, enterprises must also provide those tools in a way that is both cost effective and easy to manage.

Solution Description

Avaya one-X Portal addresses not only the productivity requirements of the enterprise but also addresses ongoing management concerns. Avaya one-X Portal provides access to your existing Avaya corporate IP telephony, voice messaging and audio conferencing capabilities through a Web-based interface; as a result, there is no need for application software to be installed on your user systems and yet, centralized management and control is available. In addition, Avaya one-X Portal supports firewalls and virtual private networks (VPNs) and provides access to your enterprise authentication systems to ensure secure access to communication regardless of the location of the user.

Value Proposition

By providing anywhere access to enterprise communications such as telephony, voice mail and audio conferencing from a unified Web-based interface, enterprises can increase productivity and responsiveness by simplifying and extending the communication experience. For instance, pulling a recently dialed number from a oneclick call log takes considerably less time than looking up a number and dialing it, which can create considerable time savings for users.

In addition, the convenience of having access to these enhanced features while both in and out of the office extends that productivity to wherever employees are located. This access results in improved customer responsiveness, increased information sharing and other organizational benefits such as business continuity in emergency scenarios.

Company Description

Avaya delivers intelligent communication solutions that help companies transform their businesses to achieve market-place advantage. More than 1,000,000 businesses worldwide, including more than 90% of the FORTUNE 500, use Avaya solutions for their enterprise communication.

IBM Segment
- Data Management

Business Function
- Enterprise Communication

Target Industry
- Cross

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