Remote Worker Strategy
A Best Practices Approach for Media and Entertainment

Avaya's Remote Worker Strategy consulting engagement provides immediate solutions leveraging your current technology environment and adds solutions to improve the Customer and Employee Experience.

Goals of the Engagement

1 **Review current state realities** and identify critical business outcomes to achieve Remote Worker best practices.

2 **Understand the new normal** to help build an updated Remote Worker configuration.

3 **Create collaborative recommendations** for leveraging current platform and additional capabilities with future investment to improve the Customer Experience when deploying a Remote Worker strategy.

Discussion Topics

Collaborative sessions led by Avaya Corporate Consulting, Account Manager and Solutions Consultant.

- Managing Increased Inquiries
- Proactive Outreach to Customers
- Maintaining Customer Relationships
- Managing Employees Working from Home
- Connectivity, Resilience, Bandwidth & Scale
- Security, Identify Management & Access

The Approach

Assess

Review and assess your current technical environment and industry developments.

Understand Critical Business Processes

Understand mission critical applications along with success metrics and business outcomes.

Determine How to Leverage Current Environment

How can you leverage current equipment today in the short term.

Determine Additional Functionality with Investment

What new functionality can be implemented with more investment?

Collaborative Recommendations

Determine most critical solutions to implement. Develop timeline and path of implementation.

Deliverables

Executive presentation with vision, current state and business requirements. Collaborative recommendations on which options should be reviewed include:

1 Leverage the existing environment to support Remote Workers.

2 Align new business model to meet operational objectives for remote worker functionality.

3 Recommend options aligning Remote Worker best practices such as security, customer & employee experiences.

For More Information
Contact your local Avaya account representative