



# Avaya – Introduction

## Joint Technology Committee – October 2022

Hale Allen – Avaya





## Agenda

- Avaya History
- Avaya in Colorado Today
- Future – What's Possible
- Questions



# Avaya - At a Glance

**\$200m**

Annual R&D  
Investment

**190**

Countries

**150K**

Developer  
Ecosystem

**40**

Country  
Governments

**6m+**

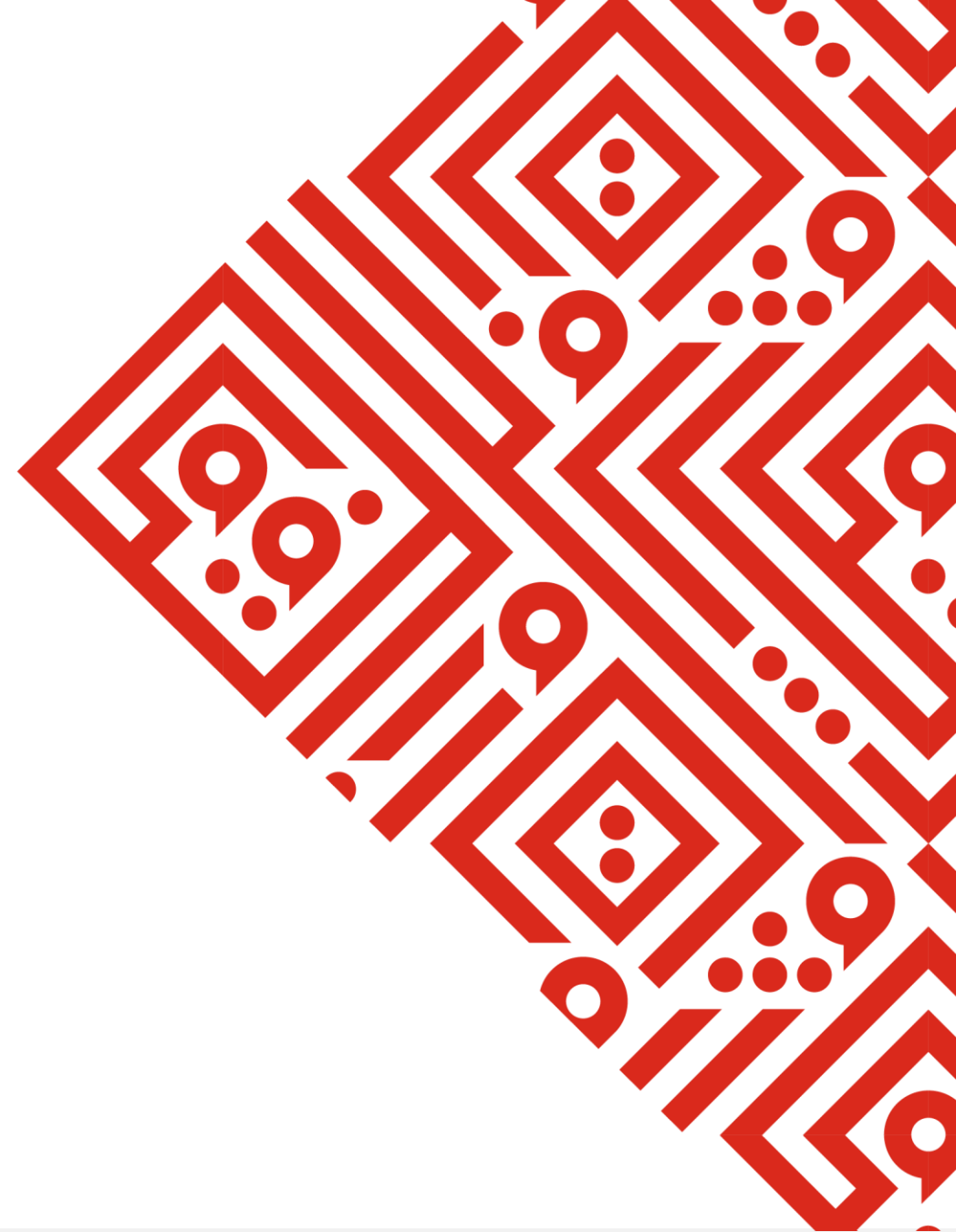
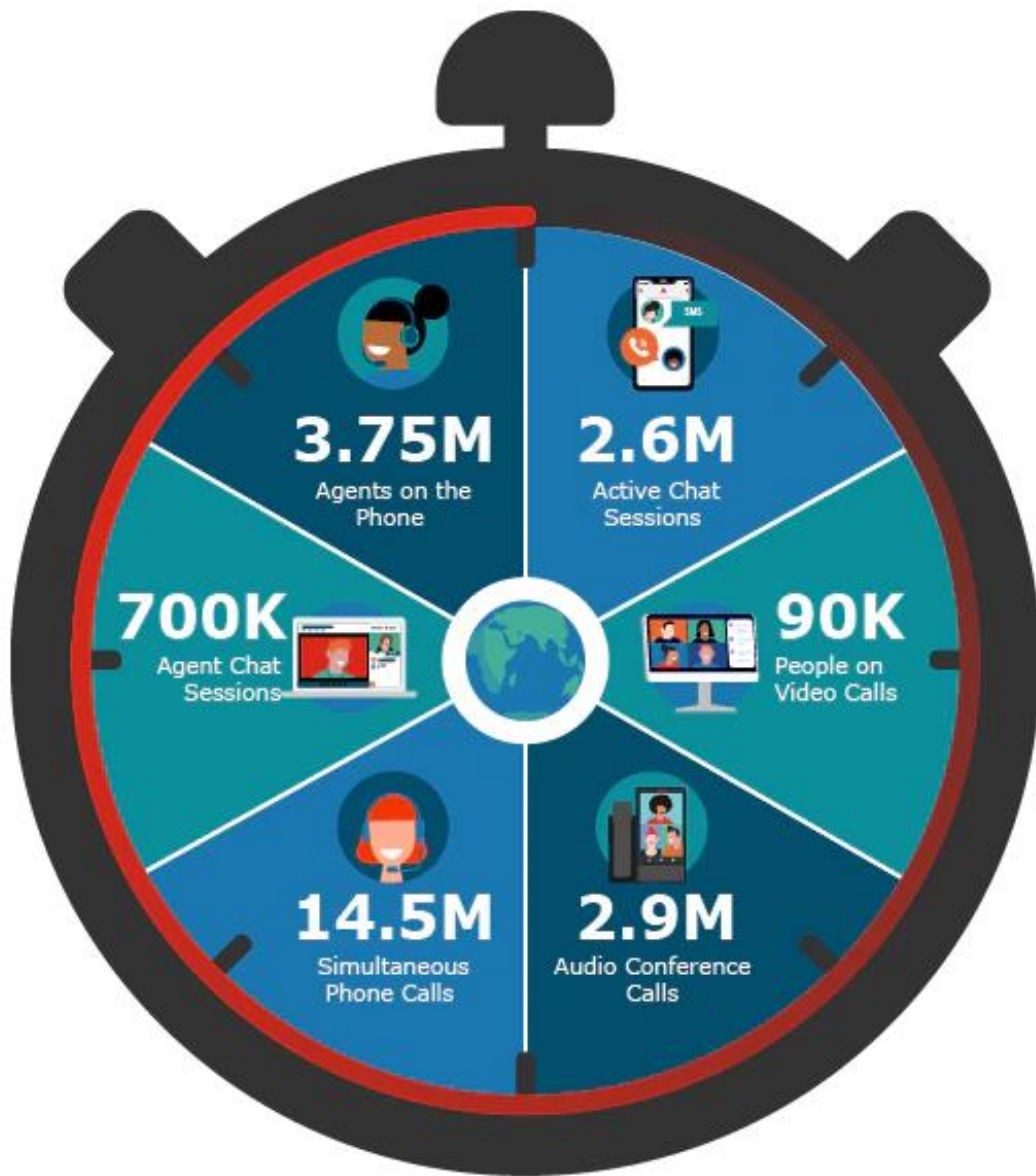
Contact Center  
Seats

**4,200+**

Patents and  
Applications

**100m+**

UC Lines







# Avaya in Colorado

292 Full Time Employees  
79 Contractors

20 + Local Partners  
119 Public Sector Customers  
Federal Installations  
500 + Commercial Customers

# Avaya in the State Today

## OIT

- **Awarded the “Voice over Internet Protocol RFP” in February 2022** (RFP 2021000286).
  - Hybrid Private Cloud Voice Only Solution
  - Multi Year agreement
  - 2,300 lines year 1
  - Year 2 and beyond will include several agencies with significant technical debt (telecom)
  - Supported by OIT and State’s Vendor Management team

### About

- Engineered to support 20,000 + lines
- Can be expanded to support Contact Center
- PCI / HIPPA compliant
- Dedicated Environment
- End-to-end security and built-in recovery measures
- Encryption in transit, encryption at rest
- Strict access control through authentication and authorization
- Physical geo-redundant data centers with multiple levels of physical security
- Business continuity management and contingency plans
- Vulnerability identification and mitigation

# Avaya in the State Today

## CDHS

- **Blue Phone Project**
  - Custom voice development project.
  - Removes the “inmate phone” burden from juvenile residents.
  - Options to speak with crisis and abuse hotlines.
  - Family / Friends can be called securely
  - Security features built in.
  - No onsite hardware needed.
  - Supported by OIT and CDHS.

### About

- Will be deployed at 15 Youth Facilities across the State.
- Custom Development Effort built on Avaya CPaaS
- Browser based administration
- Can grow to support other use cases.
- Estimated usage 1 Million minutes per year





# Digital Government



Connected

Left Alone

Equal Treatment

Treated Uniquely

Expected

Unexpected

Full Featured

Effortless



Total Experience



Touch



Gesture



Emotion



Location



Voice



Eye-tracking



Mobile



Wearable



Shopping



Travel



Work




Home





# Future:

- 
- Emergency Management
    - Provides Onsite notifications when 911 is called from phones systems and mobile devices within Geo Fence.
      - Can Integrate with maps building security, cameras, telephones, doors, lights, and other systems
    - Browser based portal is created to share information seamlessly and securely.
    - Emergency operator, 1<sup>st</sup> Responders, onsite resources can share intelligence in real time.
    - No need for special devices or networks.
    - Compliant with Kari's Law, Ray Baum's Act and Alyssa's Law (FL, NJ)



# Questions

[www.avaya.com](http://www.avaya.com)