

AVAYA

Avaya Intelligent Communications for Healthcare

Michelle Mak
Sales Manager
Email: pmak@avaya.com
Mobile: 96663010



Intelligent Communication Solutions Portfolio



IP Communications

Voice-Grade Performance

- Management
- Control
- Scale
- Security
- Ease of use
- High availability



Unified Communications

Productivity

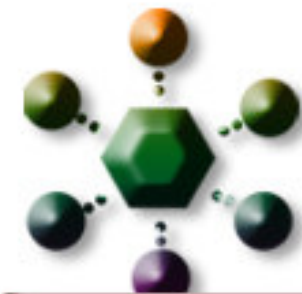
- Unified Access
- Mobility
- Messaging
- Conferencing
- Video
- Collaboration
- Presence



Customer Contact

Customer Satisfaction

- Routing
- Analytics
- Quality Monitoring
- Compliance
- Multi-media
- Self-service



Comm-Enabled Processes

Intelligent Processes

- Process Integration
- Service Orchestration
- Event Processing
- Notification

Potential Collaboration Areas / Projects

- Tele-Rehab
- Intelligent Patient Room
- Video-conferencing with Patients
- Infra-red / RFID-tracking projects
- Mobility and communications-related projects



Potential Collaboration Partners

- System Integrators / Technology Partners who are interested in projects related to:
 - Video-conferencing
 - RFID-tracking
 - IP Telephony
 - Unified Communications
 - Contact Centers

