

AVAYA



Avaya Global Services

Wireless LAN Implementation and Maintenance Services



Optimize the performance, security, and availability
of your wireless network.

IP Telephony

Contact Centers

Unified Communication

Services



Avaya helps you see the big picture—and gain the full potential from your wireless LAN.

Whether you have one office or several hundred, wireless LANs offer your enterprise a host of compelling benefits. They can enable connection to your network from anywhere in a given facility, increase the productivity and responsiveness of your employees, and provide convenient access for your mobile workers. A wireless LAN can also provide real-time access to organizational information and lower the costs of rewiring your network.

But while wireless LANs can deliver all this and much more, these benefits are by no means automatic. For your wireless network to live up to its full potential, a range of complex issues should be addressed before you deploy. Have you taken into consideration all elements of your wireless LAN deployment?



Avaya Global Services has.

When it comes to your wireless network, Avaya can help you see the big picture. Whether you are considering a wireless LAN deployment or enhancing your existing wireless capabilities, Wireless LAN Implementation and Maintenance Services can help ensure that your wireless solutions deliver all of the capabilities, security, reliability, and availability your business requires.

How do you optimize your wireless network? Start by asking the right questions.

Your experience will be far more satisfying if you take the time to establish expectations up front. Begin by asking some basic questions. For example, do you know how your wireless solutions will impact your existing communications investments? How will voice quality and voice over IP (VoIP) issues affect your implementation? And those are just for starters. Here are some other important questions that should be addressed:

- What applications will you need to run over your network and which devices will you need to support—now and in the future?
- What are your bandwidth and mobility requirements?
- What are your security policies and guidelines—who will have access, to which resources?



- How will you secure your wireless LAN, its many components, and the information it carries?
- What regulatory restrictions apply to your industry?
- How will your wireless LAN affect your business continuity plans?
- Who will implement, manage, and maintain your wireless network?

Not sure of the answers to these questions? You're not alone. Wireless is a complicated and rapidly evolving technology with many difficult and interdependent challenges. It takes a trusted resource uniquely qualified in wireless to help ensure the success of your wireless solution.

It takes Avaya.

With comprehensive planning, design, implementation, and maintenance services, Avaya helps you reap the full productivity gains and cost savings wireless LANs can deliver.

Unlock the full value of your wireless investments with Avaya.

Wireless LAN Implementation and Maintenance Services unlock the full value of wireless by helping you find the right answers to your questions and maximize your wireless solutions every step along the way.

With Avaya, you don't have to divert precious internal resources to learn all the complexities of wireless LAN implementation and maintenance. Instead, you can focus on your core business, knowing that your wireless network is fully covered.

A comprehensive approach for wireless LANs

Avaya takes a comprehensive approach to the implementation and maintenance of your wireless network through a seamless, end-to-end wireless LAN solution and core implementation and maintenance services supported by wireless LAN assessment and design. In addition, Avaya offers you the flexibility to free your IT resources or complement them with selected services—choose some or all.

The core of wireless LAN success: simple flexibility

Wireless LAN Implementation and Maintenance Services offer you:

- A single point of contact and accountability
- Installation and implementation of your wireless LAN infrastructure
- Remote Only and Remote Plus Parts maintenance coverage for Avaya and non-Avaya equipment
- The option of choosing custom services beyond the scope of your initial coverage

Avaya has a range of services for a variety of needs.

Wireless LAN Implementation and Maintenance Services encompass an array of services to address specific aspects of your wireless LAN deployment.

- **Installation and implementation services:** These services help you keep your schedules on track, stay within budget, and meet your overall objectives. They include solution design, installation and implementation, management of Avaya Global Services and third-party activities, execution of Service Level Agreements, and seamless turnover when and if you choose to bring your wireless LAN maintenance in-house.
- **Maintenance options:** These allow for any budget or staffing need.
 - Remote-Only Maintenance provides maintenance help desk support, including remote diagnostics, problem identification and resolution, 8/5 and 24/7 coverage options, and Web-enabled online support.
 - Parts Plus Remote adds parts replacement to your remote-only coverage, including arrangement of parts delivery by Avaya remote technicians.*

*Does not include installation of replacement parts.



- **Security services:** Delivered by leading experts in wireless security, these services address vulnerabilities and business continuity issues unique to wireless networks. In addition, these services integrate with your LAN network security posture and help you establish an effective security policy for wireless, as well as business continuity policies that accommodate emergency preparedness and disaster recovery.
- **Assessment and design services:** These services help reduce your deployment costs while improving your end results. They incorporate assessments that identify the most appropriate technologies for your needs and detect potential obstacles to successful deployments. Moreover, they enhance the safety, security, and performance of your network using an array of industry-leading tools, analyses, audits, and reports.
- **Completely customizable services:** Whether you're building up from scratch or building out, Avaya Wireless LAN Implementation and Maintenance Services are complementary and fully customizable. You can order them in groups, or choose just those that make the most sense for your needs.

**For unparalleled wireless expertise,
the choice is Avaya Global Services.**

Wireless deployments require exceptional expertise, the kind you get from Avaya Global Services. Avaya consultants and technicians bring an average of 10 to 15 years in technical and networking experience to bear on wireless deployments. From certified network engineers to project managers to call center specialists and field personnel, Avaya experts offer unmatched multi-vendor proficiencies for all wireless environments whether it be a single site or campus setting.



**Avaya delivers the golden
goal for FIFA.**

- **The Contest:** Design, implement, and maintain a wireless high-speed Internet solution for officials, journalists, and photographers during the 2002 FIFA World Cup™.
- **The Score:** With Avaya Wireless Cards, Wireless Access Servers, VPN, and remote monitoring, FIFA was able to post Web photos for anxious fans the world over in just minutes, and up to 30 times faster than dial-up connections.

Get the trusted advice your wireless LAN requires.

A successful wireless LAN implementation demands special care and feeding. It requires considerable up-front planning and assessment to help ensure it will deliver the many applications—including voice and VoIP—your business demands. At the same time, your wireless network must meet all of your requirements for security and business continuity. A tall order indeed, and one that could place an undue burden on your IT resources if you attempt it alone. Fortunately, you don't have to.

Learn more.

Contact your Avaya Client Executive or Authorized Avaya BusinessPartner today and find out just how much Wireless LAN Implementation and Maintenance Services from Avaya Global Services can do for your business. Or visit avaya.com/AvayaGlobalServices.

About Avaya

Avaya enables businesses to achieve superior results by designing, building and managing their communications networks. Over one million businesses worldwide, including more than 90 percent of the FORTUNE 500®, rely on Avaya solutions and services to enhance value, improve productivity and gain competitive advantage.

Focused on enterprises large to small, Avaya is a world leader in secure and reliable IP telephony systems, communications software applications and full life-cycle services. Driving the convergence of voice and data communications with business applications – and distinguished by comprehensive worldwide services – Avaya helps customers leverage existing and new networks to unlock value and enhance business performance.



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Printed in the U.S.A.
05/04 • EF-SVC2423

