

Dubai Civil Defence Transforms Communications with Avaya

Directorate launches Third Dimension service as part of investment in user 'happiness' and focus on innovative smart customer solutions

Directorate first organization globally to sign agreement to adopt Avaya Equinox

Dubai, UAE; 17 October 2016: The Directorate General of Civil Defence, Dubai, has announced an agreement with Avaya to transform its communications capabilities and increase user satisfaction with the department's Smart Communication solutions for customer service, in addition to agreeing to adopt Avaya Equinox, which was announced globally today from GITEX Technology Week 2016. The solution, implemented through Connect IT, an Avaya partner, will be developed to its full potential to ensure that happiness of end-users is delivered, of citizens and residents that contact the department, and of employees and teams that need to collaborate to deliver on tasks and projects.

Dubai Civil Defence announced today the launch of the Third Dimension service, which facilitates communications between customers and consultants from the Directorate to approve building plans, without the need to visit a branch.

At GITEX Technology Week 2016, the Directorate General of Civil Defence and Avaya signed the agreement, which is designed to elevate the department's communication infrastructure and align with the 'Smart Dubai' vision, launched by HH Sheikh Mohammed Bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai.

The technology solution that Avaya is delivering for Dubai Civil Defence consists of numerous communication modes, such as voice calls and message services, instant text messaging among staff, and video calling facilities that can be used at desks, and even on laptops and on mobile phones. The holistic communication solution for a department that has a high number of mobile staff can deliver the same collaborative experience from within as well as outside the physical network.

Avaya announced today its Equinox unified communications platform, which integrates all communications channels within the applications and browsers employees use most frequently for their work. The Directorate General is the first customer globally to sign an agreement to deploy Avaya Equinox.

The Directorate General has increased its focus and investment in this solution with a view to updating its communication systems to increase customer and team engagement and satisfaction. The system is built with strong security parameters, ensuring that sensitive internal and customer communication regarding personal and property safety remains entirely confidential and secure.

Dubai Civil Defence is showcasing their communications systems and more at GITEX 2016, alongside innovation in areas such as video-based collaboration with customers to review and approve plans. These, and a host of other innovations, all uniquely position the Dubai Civil Defence as having a strong positive impact on the nation's Happiness Index, a key focus parameter for national leadership as well as the public and private sectors in the UAE.

QUOTES

“Our vision is for everyone who interacts with us to experience a truly Smart Service. This extends beyond individuals who call into our contact centre, to companies that work with us on plan review and approvals, as well as our employees and teams that are often outside the offices and working in various parts of the city at all times. By developing a holistic communications solution with Avaya and Connect IT, we look forward to achieving our ‘Smart Vision’ goals, and proudly being a key component of a world-renowned Smart City – Dubai.”

Major General and expert Rashid Thani Al Matrooshi, Director General of the Dubai Civil Defence.

“We have been vocal supporters of the UAE’s Smart Vision, and working with organisations such as the Directorate General of Civil Defence in Dubai has been great learning for Avaya as well. Today’s agreement is continuing the partnership that started last year between Avaya and the Directorate General of Civil Defence. It is rare to see others places with the pace of change that the UAE moves at, and to bring even traditionally offline departments onto a digital grid is to really bring the Dubai Smart City vision to life. The Civil Defence department is approaching this from the perspective of user happiness, which is a parameter that everyone can rally behind and once again drive the UAE to the top of the global ranking.”

Nidal Abou-Itaif, President, Avaya International

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About Avaya

Avaya is a leading provider of solutions that enable customer and team engagement across multiple channels and devices for better customer experience, increased productivity and enhanced financial performance. Its world-class contact center and unified communications — technologies and services are available in a wide variety of flexible on-premises and cloud deployment options that seamlessly integrate with non-Avaya applications. The Avaya Breeze enables third parties to create and customize business applications for competitive advantage. The Avaya fabric-based networking solutions help simplify and accelerate the deployment of business critical applications and services. For more information please visit www.avaya.com.

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