

Avaya Systems maintenance



AVAYA

Fijoport enables our customers to remotely access key equipment in order to monitor and manage it on a 24/7 basis.

Authenticated users may establish instant VPN access, via the Portal Server, eliminating exposure to cyber threats.

Control and Manage all sites from one smart Centralized Dashboard

BENEFITS

- ✓ Secure bi-directional encrypted connectivity between user and remote site.
- ✓ Maintenance and management of devices on a 24/7 basis without user intervention at remote site.
- ✓ Any access is limited to authorised personnel only and all remote sessions are logged and auditable.
- ✓ No software installations required on remote devices being accessed.

USE CASE

Direct & indirect Maintenance



Mama Telecom (AVAYA Business partner Channel) in the Netherlands has deployed Fijoport as their dedicated cyber secure remote access solution to manage and monitor equipment including AVAYA IP Office 500 V2 and AVAYA IP Office Server Edition (VMware and Azure) without user intervention at remote sites. Fijoport has helped Mama Telecom optimize their technical expertise, reduce costs and gain customer trust by offering its Zero Trust cyber security.

Faults may be diagnosed early and fixed remotely. If a site visit is necessary, then the right technician can be sent to site with the right tools and replacement equipment to fix the job avoiding a costly second trip.

Fijoport adds value to Mama-Telecom by providing everyday Customer Experience Improvement and Customer Service.

How it works:

- By deploying a Fijoport on site, channel partners can configure on demand cyber secure out of band remote access to on premises voice equipment.
- Remote maintenance activities can be carried out by either internal or external technical support teams.
- The Unattended access feature adds value to Avaya Partners as it allows channel partners to connect to their customers and when needed, the authorized technicians are able to monitor, maintain and update their IP Office Server Edition, IP Office 500 V2, DECT Phones, IP Phones, Avaya Aura and other IP Equipment.
- In case the problem cannot be resolved online and needs an onsite technician, the person in the operations centre can send one, reducing the downtime. Fijoport also allows an on-site and remote technicians to work together on the same equipment at the same time.

