

Manager. This means that when staff are not at their desks, they have full access to the communications capabilities of their deskphone throughout the 135,000 square foot facility. The excellent roaming capabilities and high voice quality, associated with Avaya DECT handsets, facilitate collaborative working and project team productivity that are vital to the success of a leading F1 team. In this high tech industrial environment, personal safety is vital, so the availability of an emergency button on each handset ensures that any serious incident or urgent request for assistance can be immediately notified to a specific contact list.

To facilitate communications further, Avaya has installed Modular Messaging, a unified messaging system that integrates voicemail, fax and email into Microsoft Outlook so that messages can be conveniently picked up on any device, anywhere in the world. Intelligent Name Dialler also enables Honda staff to simply speak the name of the person required, using Interactive Voice Response (IVR) technology to increase convenience for the caller. This enables callers access to any Brackley based Honda employee at any time of day or night through a single DDI number.

Results

- **Faster and more effective communication.** The entire workforce is more accessible and communications are seamless, internally and with suppliers or partners. The system is easy to use, intuitive and flexible for all users, whether mobile, desk- or campus-based.
- **Greater security and reliability.** Operations are reliable and resilient, incorporating disaster recovery. The data infrastructure conforms to security regulations and calls can be recorded for quality assurance if required.
- **Simplified infrastructure.** Managing the telephony infrastructure is easy, particularly trackside, as international calls are no longer required between racetracks and Brackley. The solution is also scalable to accommodate operational growth and additional telephony services.
- **Increased collaboration and productivity.** Thanks to more effective collaboration throughout campus locations and on the move, staff can contact each other more quickly and use their time more productively. New components can be tested rapidly, and track testing time can be used more resourcefully. Trackside IT teams can also focus on value-added tasks.
- **Reduced cost.** The cost of installing racetrack communications has diminished. By working with a single supplier, IT maintenance costs and resources have decreased and there has been a 30% reduction in telephone costs whilst on location.
- **Strong partnership approach.** The Honda Racing F1 Team and Avaya are both passionate about innovating and creating a winning formula. For more than three years they have worked closely together as an integrated team. Avaya understands the business, constantly updates and improves products, develops bespoke solutions to match ever-demanding requirements and proposes initiatives to make future communication even easier.

Applications and Services

- Avaya Communication Manager
- Avaya IP Softphone
- Avaya IP DECT Solution
- Avaya Modular Messaging
- Avaya Intelligent Name Dialer
- Avaya S8700 Servers
- Avaya G650 Media Gateways
- Avaya G700 Media Gateways with Local Survivable Processors
- Nokia Series 60 Mobile Phones
- Avaya Global Services IP Telephony Consulting and Integration
- Implementation and Maintenance provided by Avaya BusinessPartner
- IP SoftConsole
- Range of Wired and Wireless Headsets

For more information on how Avaya Intelligent Communications can take your enterprise from where it is to where it needs to be, contact your Avaya Client Executive or Authorized Avaya BusinessPartner, or access other collateral by clicking on **Resource Type** under **“Do Your Research”** at www.avaya.com.

“As part of an incredibly time-driven environment where everything is moving quickly, we need to be able to develop and test components faster than our competitors to gain competitive advantage. Good quality, seamless communication is a pre-requisite to on-track success.”

— David France, IT Director, Honda Racing F1 Team