



CASE STUDY

The Telecommuter

Scenario

Tom McGraw, an IS Manager, was frustrated. He had just attended a meeting with the company's VP of Human Resources where a new teleworking strategy was introduced. The corporate strategy would allow the company's sales, marketing and customer service staffs to work from home at least one day per week in order to comply with new government clean air initiatives.

While Tom fully supported the strategy, he also understood that his department would be tasked with providing a complete technology solution for the teleworkers. This would include high-quality voice and access to the company's Intranet. Tom knew that allowing each worker to purchase their own equipment would create a logistical support nightmare for his team. Besides, he hoped to avoid any onsite installations in the 100+ homes marked for the first phase of the project.

What Tom needed was a complete integrated voice and data solution that was affordable, reliable and easy to install. Tom remembered reading about such a solution from AirWay. With their system, Tom found the solution he needed.



The AirWay Solution

With the AirWay communications system, employees have a high quality, secure wireless HandSet supporting two telephone lines. Employees receive calls routed through the corporate PBX to their homes which hides the fact that the employee is not at their desk from the calling party. Employees can transfer calls, place calls on hold and conduct conference calls right from their HandSet. The wireless technology allows employees to move about their house as they desire and still be working.

The Wireless LAN and Internet Gateway capabilities of the system provide access to the company's Intranet. Since the corporate Intranet is based on the same data protocols as the Internet, employees can dial-up a connection back to the office and have their home PC attached to the corporate network. Just like they were still in the office.

Now printers, servers and even the Internet can be accessed from their home. In addition, each PC in the house can be networked together, forming a home network for sharing a single printer in the home or sharing files.

Tom's staff was also able to solve the installation problem by selecting the AirWay solution. Because the system is so easy to install, and requires no inside wiring considerations, employees could take the system home and install it themselves. All the employees needed was the system documentation provided by AirWay, and the company's system settings, so they could access the Intranet.

The AirWay solution helped make the teleworking strategy a huge success for the company. Tom's team looked like heroes and the employees were very happy. In fact, they've begun asking Tom and his team when all the telecommunications equipment throughout the corporation can be replaced by AirWay.

Hassle-free.