

## Office Interiors helps CBDC Westmorland Albert Centralize Communications and Support Hybrid Work with Avaya Cloud Office.

### Objective

Avaya Cloud Office modernization empowers CBDC Westmorland Albert to fulfill its promise of supporting entrepreneurship, optimizing productivity and cost savings across departments.

### The Challenge

- Discontinued Panasonic on-premises system caused compatibility issues.
- Frequent network carrier downtime.
- Difficulty working from home, especially during the pandemic.

### The Solution

- Presence across all devices.
- Setting primary/work number across multiple endpoints.
- Messaging clients using the Avaya mobile app.

### The Result

- Centralization unified communication across departments.
- Reduced IT burden streamlined operations.
- Enhanced agility facilitated effective responses to changing customer needs.
- Mobility features boosted productivity, benefiting remote team members.



*"The system is easy to use and is exactly what we needed since we have adopted a hybrid work from the office/home model. Overall, we are very satisfied with the system!" "Employees who work from home can easily place and pick up their calls, and the process is seamless for the client calling in or to whom we are placing a call. The system is user-friendly and easy to navigate, even for the "technologically challenged. We've had the system for 6 months or so with no issues."*

**Nathalie Galant**

Executive Director, Westmorland Albert CBDC.