



Customer: Sextant Technologies **Industry:** Service Provider
Headquarters: Commerce City, Colorado (US)
Number of Employees: 8

Solution

- Avaya IP Office
- Avaya VoiceMail Pro
- Avaya Phone Manager Pro
- IP Office Phone Status software

Sextant Technologies, a family-owned business located in Commerce City, Colo., is an authorized member of the Avaya BusinessPartner program. The company, which opened in October 2004, specializes in selling Avaya and Polycom technology and also offers refurbished communication and data technology from other manufacturers. Sextant’s on-site technicians test and re-manufacture all of its equipment in house. Sextant also provides phone refurbishing, equipment resetting and technical support services. For more information, visit www.sextanttech.net.

Why Avaya?

“Avaya delivers a number of solutions that address the specific needs of individuals like myself with certain sensory disabilities.”

- Angela Long, majority owner, Sextant Technologies

Challenge

Being visually impaired in an office environment presents Angela Long, majority owner of Sextant Technologies, with significant challenges to deal with on a daily basis. The company’s legacy Norstar phone system, rather than helping Long manage the office, added to her burdens. For starters, even with some of her vision intact, Long was unable to see the message light blinking on her Norstar phone’s display screen when she started her workday, and had to manually check the voice mail system to hear if there were any messages left overnight. The phone’s small display also prevented her from using the Caller ID feature to give a personal greeting to customers calling in for support. When multiple calls were being handled at the same time, Long was also unable to see the blinking arrows indicating an active line, often causing her to press the wrong buttons and disrupt service to customers. Long wanted a phone system that would allow her to complete tasks easily and quickly without having to worry about her disability.

Results

- **User-friendly features that benefit the visually impaired.** The Avaya IP Office Phone Status software allows Long to hear rather than having to see the status of her telephone. Voice prompts provide the telephone number of an incoming call and if there are any voice mails waiting to be heard. No other special equipment or software is required except for Text-to-Speech capabilities in a PC, which is generally already included on most desktop systems.
- **More personalized customer service and support during incoming phone calls.** Programming the Caller ID feature to provide an audio reading of the incoming phone number allows Long to know who is calling in and answer calls with a personal touch, a key competitive advantage for a small business.
- **Technology allows the company to proactively hire disabled workers.** Sextant recently hired an account executive with complete visual impairment who relies on his phone to work with customers on system configurations, and to track down equipment requested by his customers. At previous jobs, he had to be told where each key was located on his phone and lock that information into his memory. But thanks to the Avaya IP Office Phone Status software, he doesn’t need to memorize every button on his phone to make and receive calls, or to check his voice mail. He simply uses IP Office Phone Status to hear the status of each incoming call, to access his voice mail, to find out who’s calling, and how many lines in the office are in use. As an account executive who needs to be in constant contact with customers and vendors and who can’t afford to miss calls, the solution’s call forwarding feature is also extremely beneficial for him.

“ **At Sextant, we don’t just talk about hiring people with disabilities, we make it a priority to do it. And it’s nice to know that Avaya’s technology can make those hiring decisions easier on everyone.** ”

– Angela Long, majority owner, Sextant Technologies

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