



Avaya Hybrid Cloud Services Use Case

SECURITY: Automated Logoff

Description/Summary

Businesses demand more from their communications system than ever before. Consumption of a variety of thirdparty services to meet dynamic customer demands, has led to disparate hybrid systems. Built for developers, customers, and partners alike, Avaya Hybrid Cloud Services provides a common set of services leveraged for: Analytics, Application Integration, Management and Governance, Security and Identity Compliance, Storage, Database and Cache, and Application Gateway for Cloud Apps. Avaya Hybrid Cloud Services provides a way to consume APIs securely from Avaya’s extensive partner ecosystem.

A great use case utilizing Avaya Hybrid Cloud Services could be to automatically log off employees’ extensions / telephones when they are leaving an office building or be logged out after a certain period or interval of time. Avaya Hybrid Cloud Services can be used to prevent toll fraud, by automatically logging out stations when an employee scans or badges out of a building.

Background

One of the biggest issues facing government agencies when it comes to telephone security is insider threats, or threats coming from clumsy practices of users themselves. These threats can expose organizations to greater risks, fraud and loss of vital information or confidential information falling onto wrong hands or agency. The remediation tactics agencies are needed to employ improved security processes to prevent this. IT leaders as such need to harden all devices or phones with security enhanced by shutting down anything that is not needed — if users are not using a port or protocol, they can block it. As mentioned earlier, Avaya Hybrid Cloud Services enable exactly that for agencies or organizations that need to protect their devices or phones being used by unauthorized personnel.

Roles to target: CIO, IT Departments, Building & Security In charge/management.

Industries: Verticals such as Government, departments requiring higher security/ surveillance /protection of sensitive information (could cover a wide range of verticals such as Finance, Healthcare, etc. or even general small & large enterprises).

Tangible business outcomes: Improved Security & Fraud Prevention, Reduced phone fraud, Payroll Accuracy.



Overview

Security: Automated Logoff use case utilizing Avaya Hybrid Cloud Services automatically logs off employees’ extensions/ telephones when they are leaving an office building or be logged out after a certain period or interval of time.

This is achieved by triggering a workflow that happens when an employee scans or badges out of a building. When an individual/ employee swipes out of a building.

- Message is sent to database notifying the system that someone has left a building or premises. This is commonly available due to emergency fire regulations and need to identifying who is still in the building.
- Avaya Hybrid Cloud Services picks up on that notification, either through a regular swipe out scan, or through a notification being pushed to it. Customer Portal identifies the user and forces the logout of their phone.

Challenges

- Utilize the customer portal to enable users to be automatically logged off from their telephone when leaving the physical building.
- Inability to automatically log off /secure unattended phones after a certain amount of time or after-work hours.

Value Created

- Improve security of unattended logged in phones; Detect/notify employees that regularly leave without logging off.
- Reduce potential for unattended phone fraud.
- Potential for reduced licensing costs.
- Quick & easy to implement – Improve payroll accuracy by detecting when employees were not ready to work but still logged on.

Solution/s Used

Avaya UCaaS | Avaya Hybrid Cloud Services APIs | System Manager API
 Building Access Systems | Low-code/No-code workflow studio

High level solution components include

- **On-prem Aura components** (Aura 7.x, 8.1.x and 10.x).
- **Avaya Hybrid Cloud Services Server OVA or AMI runs on:** Minimum: 2 core, 8GB Ram, disk space 50GB; Recommended: 4 cores, 16GB Ram, disk space 100GB.
- **Deployments:** Standalone; Cluster, Disaster Recovery.

Avaya Hybrid Cloud Services subscriptions are orderable through Proservices. Now or through Avaya Professional Services Configurator for Direct Accounts.