



T.Y. Lin International

T.Y. Lin International (TYLI) is an internationally recognized civil and structural engineering firm specializing in the planning, design, and construction engineering and inspection for transportation infrastructure. For more information, visit www.tylin.com.

Challenge

T.Y. Lin continually seeks to improve and enhance its services, improve productivity and reduce costs. The company understood that implementing an IP telephony based solution and centralized voice messaging across their multiple offices would help control costs, while providing the platform for the future to support enhanced communications applications and productivity tools.

Solution

T.Y. Lin is looking forward to having all their offices connected by end of 2007.

Applications and Services	
<ul style="list-style-type: none">• Avaya Communication Manager-S8500• Avaya G350 Media Gateway and the G700 Media Gateway and S8300LSP's	<ul style="list-style-type: none">• Avaya 4600 Series IP Telephones• Avaya INTUITY™ AUDIX® Voice Messaging• Extreme Networks

Results

T.Y. Lin's key driver in implementing their Communication Manager based IP solution was to reduce costs and connect their offices with a reliable, secure IP network. They have seen a reduction in long distance charges between offices. They also have seen increased productivity as a result of the Avaya directory feature, being able to easily call between offices using 4 digit dialing, as well as the ability to log in and out of their phones as they travel from office to office. Everyone is always in touch and reachable, making them more competitive and easier to do business with.

The decision to deploy Avaya VoIP was one of the very best IT solutions the company has ever deployed. They truly feel that the partnership with Avaya/Extreme/ and their Business Partner, Quagga—has helped them to “Bridge the Gap” between Technology and Productivity.