# Avaya Covid-19 Smart Ecosystem Solutions

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1

1. **Enterprise Social Distancing and Contact Tracing**
2. **Vaccine Storage Monitoring and Alerting**

# Keeping Employees and Customers Safe

## Enterprise Social Distancing and Contact Tracing
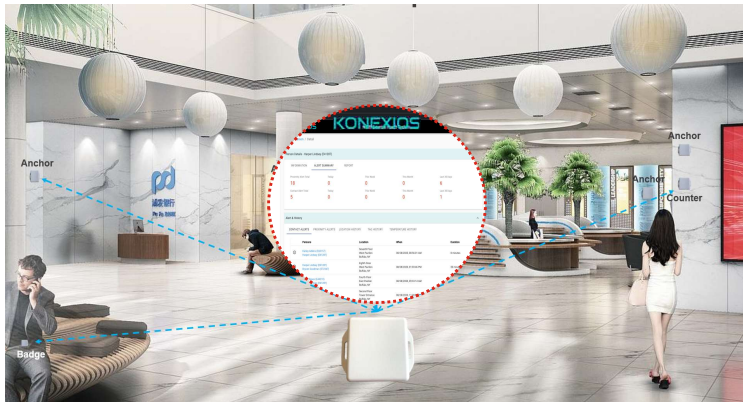




### Challenge

Many companies have a high risk of diseases spread, due to closed spaces and harder to enforce social distancing rules

Health and Safety procedures should be established in the form of a COVID-19 health care plan to identify and inform individuals who are at risk through contact with an infected person in the event of a confirmed infection

### Solution

Track the use of spaces and the time & distance between individuals with smart badges for a safer working environment (pre-,during, re-ramp, post-pandemic)

Contact Tracing to identify and automatically inform potentially affected staff & visitors if a person has a confirmed infection or has developed symptoms
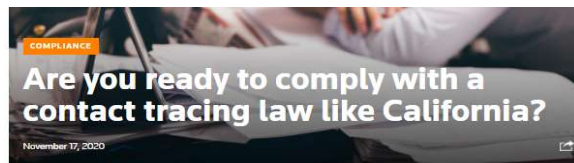
### Result

Social distancing tracking combined with contact tracing is a key tool in back-to-work strategies

Protects the health and safety of employees & visitors and keeps facilities operational
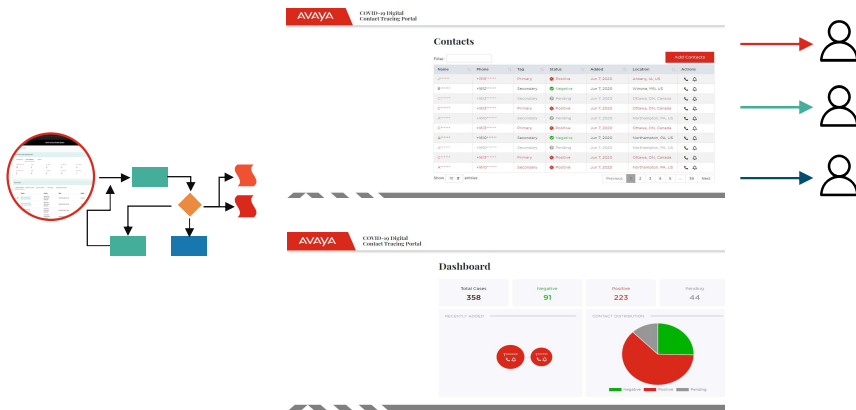
# Business Critical for Employers



Are you ready to comply with a contact tracing law like California?

November 17, 2020

As COVID-19 swept across the globe, it left fear and uncertainty in its wake. Since March of 2020, day-to-day business operations have changed tremendously. Organizations who sent non-essential workers home to protect their health and safety must now grapple with the decision of when and how to return employees to the workplace.

One state's recent law provides a preview of what that return could look like from a health and safety perspective.

On September 17th, 2020, Governor Gavin Newsom of California signed Assembly Bill (AB) 685 into law, establishing new requirements for employers.

Three takeaways from the new law:

- Beginning January 1st, 2021, employers must notify employees about any potential COVID-19 exposure in the workplace
- Employers must also notify their local public health agency about an outbreak as defined by the State Department of Public Health
- The mandatory notification period is one business day to notify employees of potential COVID-19 exposure and 48 hours to notify their local public health department of an outbreak

This new law outlines how critical it is for employers to be expeditious in their contact tracing and notification efforts.

The new requirements under AB 685 go into effect in less than two months. Other states may soon follow California's lead and introduce similar bills. It is business-critical that employers begin reviewing their COVID-19 contact tracing program immediately to ensure they are compliant by January 1st, 2021.

Companies worldwide have been scrambling to understand the most efficient process for effectively implementing a contact tracing program. Challenges and concerns have become readily apparent, with businesses relying on their HR departments and software solutions to provide guidance and expertise. Collecting and storing employee information is nothing new for a business. However, employee privacy has been a significant concern.

Beginning January 1st, 2021, employers must notify employees about any potential COVID-19 exposure in the workplace

You've come into contact with a Covid-19 positive person, have you been experiencing symptoms?

Yes

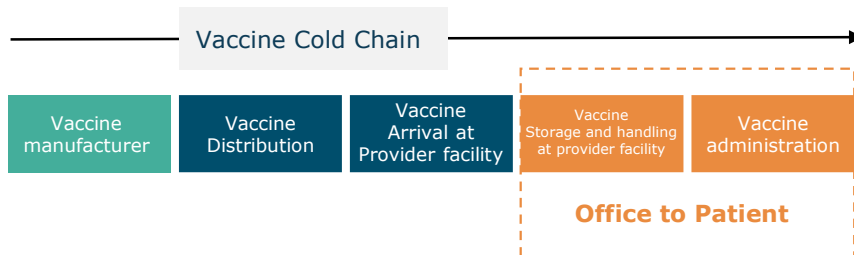We recommend you get tested ASAP. Do you need a list of the nearest testing locations?
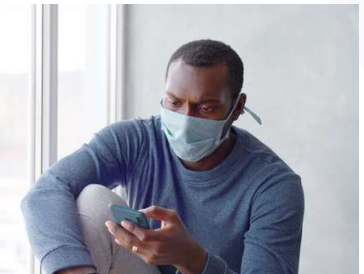
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# Vaccine Storage Monitoring and Alerting

CDC Best Practice - Essential for each Vaccine Storage Unit to have a Temperature Monitoring Device

**Vaccine Cold Chain**

| Vaccine manufacturer | Vaccine Distribution | Vaccine Arrival at Provider facility | Vaccine Storage and handling at provider facility | Vaccine administration |
|---|---|---|---|---|

**Office to Patient**

Monitoring, Reporting and Event processing

Alert the right people, at the right time, with the right information

### Challenge

If vaccine temperature is not properly maintained at the provider facility, vaccine potency may be lost; protection effectiveness is reduced, resulting in a useless vaccine supply and loss in patient confidence

Storage temperature errors can cost thousands of dollars in wasted vaccine and revaccination

### Solution

Vaccine management through continuous real-time monitoring and smart work distribution for technical Help Desks or notification flows with guidelines and escalation path for recovery

Freezer/fridge is consistently temperature & light monitored, and automated notification flows supports quicker corrective actions before Vaccine temperature is exposed outside the recommended ranges

### Result

Protects patients from inadvertently receiving compromised vaccine and the facility against costs of revaccinating patients

Continued temperature/door monitoring with automated closed-loop notification, during operating– and off hours to assure a timely response to storage problems
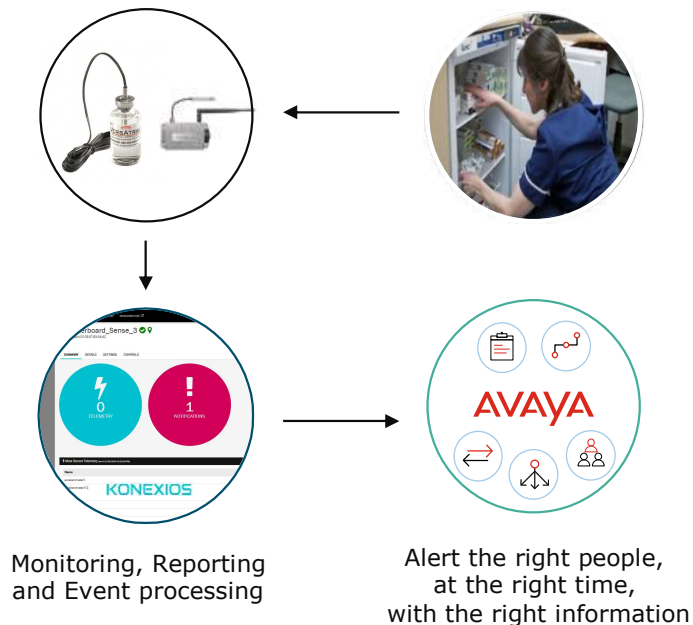
# Technical Help Desks

Smart Vaccine Storage Monitoring for Operation Control Functions
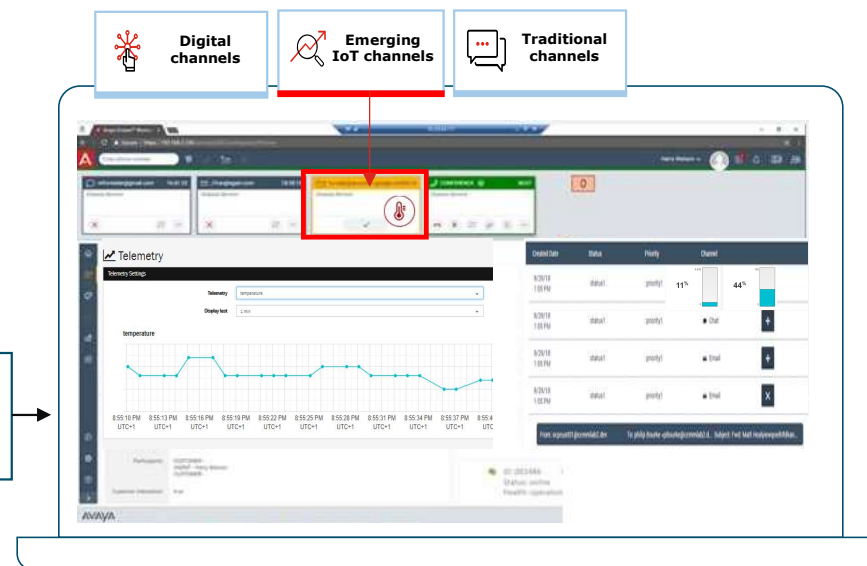
- IoT event as a work item to be distributed to agents
- Agent workspaces widget to connect to IoT Analytics & Insights
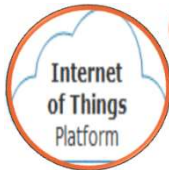
# Smart Vaccine Storage Monitoring

**1** Vaccine temperature must be properly maintained at the provider facility

Vaccine Storage Unit is equipped with an **IoT Temperature Monitoring Device**, which sends telemetry data to an IoT Platform

**2** **IoT Platform** is, **detecting and processing** storage temperature errors from received telemetry data

**3** **Omni Experience Platform** for the Service Center receives an **event** from the IoT Platform with Telemetry and other contextual data **via the IoT Channel**

**4** Received IoT Data Insights are combined with customer **CRM** records

**5** **Attribute routing for digital channels** directs the temperature event to the best equipped Service Center employee
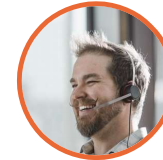
**6** **Smart Work Item** Temperature Event with contextual information appears as a work item at the Desktop of the employee

**7** Service Desk Employee opens **Work Item**, reviews the storage unit **telemetry** data and storage unit **history**

**8** Service Desk Employee serves event using **modern employee desktop** and **opens a widget** to receive real-time IoT Data from the Monitoring Device housed in the customers Storage Unit
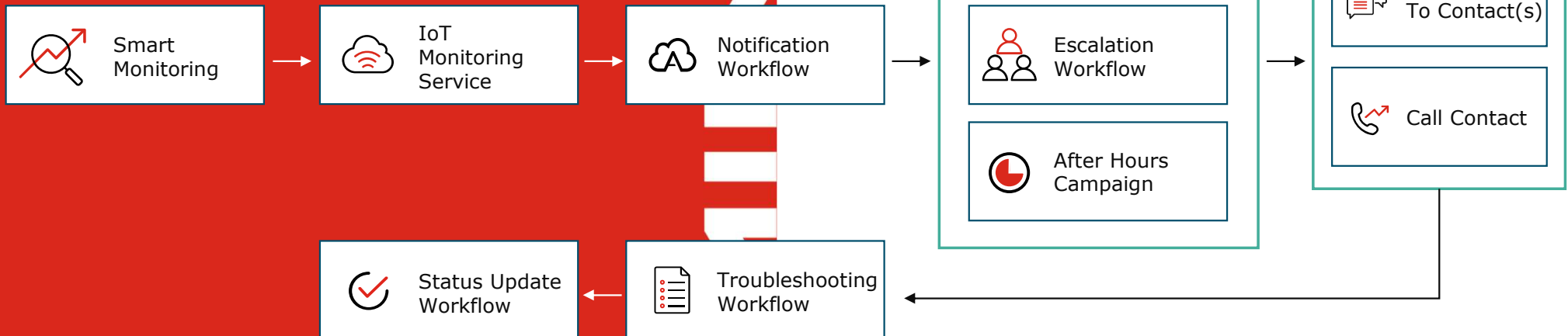
**9** Service Desk Employee contacts customer on his preferred channel with a single click and is **guided by data insights and a knowledge database** to troubleshoot the event

## Experiences that Matter

# Rapid Closed Loop-Notification

Vaccine Storage Monitoring

- Notification Preference
- Smart notification and response workflows
- Problem solving guidelines dialog
- Escalation path
- Recipient level notification tracking

# Monitoring Device Specifications & Design

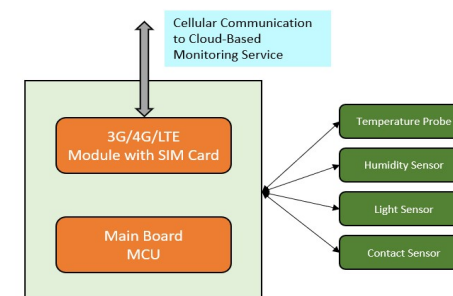## Monitoring Device Specification

Buffered Temperature Probes are designed to prevent false readings by protecting the thermometer from sudden changes in temperature that can occur when opening a refrigerator door. A probe is "buffered" by immersing it in a vial filled with liquid (e.g., glycol, ethanol, glycerin), loose media (e.g., sand, glass beads), or a solid block of material (e.g. Teflon, aluminum)

- Compact design (6 in x 4 in x 2 in)
- Battery operated (3+ months)
- Sensor options
  - > Low and ultra-low temperature
    - > Buffered Temperature Probes (Ethylene Glycol, Glass Beads)
  - > Humidity
  - > Light
  - > Contact
- Digital Data Logger (DDL) Support
- GPS (optional)
- Self provisioning
- Easy installation
- Connectivity Options
  - > Integrated device with cellular connectivity
  - > Local wireless devices connected through a cellular-enabled Gateway
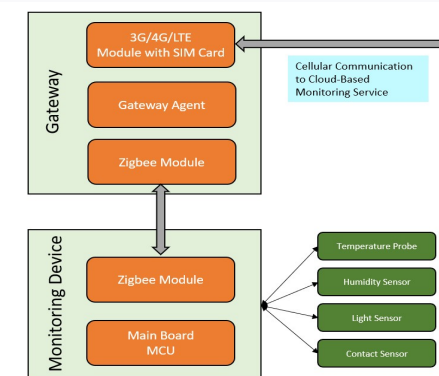
## Monitoring Device Design - Option 1

- Device has an integrated cellular module and can be installed individually without a requirement of a gateway for cloud connectivity
- Device includes a pre-provisioned SIM card
- Suitable for small labs with only one or a few freezers
- Includes a Buffered Temperature Probe that provides an accurate temperature monitoring capability as recommended by the CDC
- Optional sensors: humidity, light, and contact



## Monitoring Device Design - Option 2

- Device has the same main board design and sensor capability as Option 1
- Device includes an RF Zigbee module to communicate with a local gateway
- Gateway communicates with monitoring devices using Zigbee to collect sensor data. Gateway communicates to cloud-based monitoring service via an embedded cellular module.
- Suitable for large labs with many freezers

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**Thank You**

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