



Unified Communications

Unified Communications help customers gain competitive advantage by making their greatest assets; information and people, more accessible to reduce cost and drive productivity.

Business Challenge

According to Gartner, gaining timely access to information and improving workforce effectiveness is one of the top five CIO priorities over the next three years. In addition, CIOs' continual focus is on reducing the cost of IT, communications and business operations.

Nemertes Research reports that organisations today have an increasingly mobile workforce, with 90% of employees working away from the head quarters and the number of remote workers increasing by 800% in the last five years.

With multiple devices and interfaces to access information, learning curves and complexity become a major challenge. Delays in communication or processes, or duplicate communication attempts, all add up to a potentially frustrating and unproductive business environment. Forrester Research reports that up to 60% of workplace communications are duplicated (i.e. telephone tag, email plus telephone call, etc.) resulting in significant inefficiencies.

The goal of Unified Communications involves breaking down these barriers so that people using different modes of communication, different media, and different devices can still communicate to anyone, anywhere, at any time.

Key benefits

Reduced Cost

Unified Communications reduces costs and IT expenses by intelligent use of components, potentially reusing existing systems, consolidating and centralising traditional voice and e-mail services and maximising availability. By removing the dependency on expensive point solutions, Unified Communications brings together users, customers and information, regardless of their physical location, avoiding travel time and costs.

Improved Productivity

Users and customers can work together and stay in contact easily. This allows customers to get the information, product or service they require more quickly, and ensures staff are more contactable without increasing their communications burden.

Improved Communication

Unified Communications enables richer interaction by integrating most forms of communication (voice, e-mail, fax, instant messaging and video) through a single interface, thereby minimising duplicate communication attempts and reducing human latency in business processes.

"The new system provides our front line officers with timely, accurate and relevant information when responding to emergency calls. By providing access to a targeted flow of information, we are able to improve the way we respond to call-outs and locate incidents faster in unfamiliar areas."

South Wales Fires and Rescue,
Chief Fire Officer, Brian Fraser

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Deliverables

Computacenter will work with you to understand your business, applications and infrastructure, helping to build a business justification for Unified Communications.

Building on this understanding and the skills and experience of the following technology areas, Computacenter will understand the best starting point to deliver short term benefit, whilst building an incremental plan towards full Unified Communications.

- IP Telephony/VoIP
- Video Conferencing
- Email
- Fixed/Mobile Convergence
- Secure Remote Access
- Mobile Working
- Network Security
- Collaboration and Content Management
- Corporate Instant Messaging

The subsequent design phase may include a full Proof of Concept exercise to ensure the solution will perform as required with existing applications and systems, and this will be further tested with pilot user trials. Following this, Computacenter will implement the new environment using our best practice project management methodologies, and using tools and processes proven through experience to ensure an efficient and low-risk deployment.

Finally, Computacenter will deliver comprehensive handover including training, documentation and handover processes as appropriate.

Why Computacenter?

Track Record

Computacenter's strengths in services provision can support organisations in realising the operational benefits and cost efficiencies to be gained through Unified Communications. We have experience of managing large programmes with multiple work streams, successfully delivering projects which provide the customer with a seamless adoption of new technology, whilst enabling their IT infrastructure to meet business goals.

Repeatable Best Practice

Computacenter's Shared Services Factory is designed to remove complexity, ensure the adoption of best practice, and continuously raise service quality and reduce costs through the reuse of intellectual property (IP). This innovative approach captures key elements of our most successful projects and creates a flexible set of standards that we can apply across future initiatives.

Depth of Skill

Computacenter's Unified Communication skills cover a wide range of technical expertise and have consultants with the highest level of accreditation in their field with 300 MCSEs and 30 CCIEs across Europe.

Multi-Vendor Approach

Computacenter provides vendor independent solutions leveraging the broadest set of partnerships in the industry and has achieved Microsoft Gold Certified Partner, Cisco Gold Certified Partner and Nortel Gold Solutions Partner status. We are able to focus on the right solution to meet client needs, without being constrained by limited partnerships or technologies.

Proof of Concept

Computacenter's Hatfield location houses the solution centre, an £11 million investment in enterprise infrastructure. This permits a single point of integration, load testing and application testing before moving into a production environment.

What next?

To find out how Computacenter's Unified Communications can help you, please contact your account manager or email enquiries@computacenter.com.