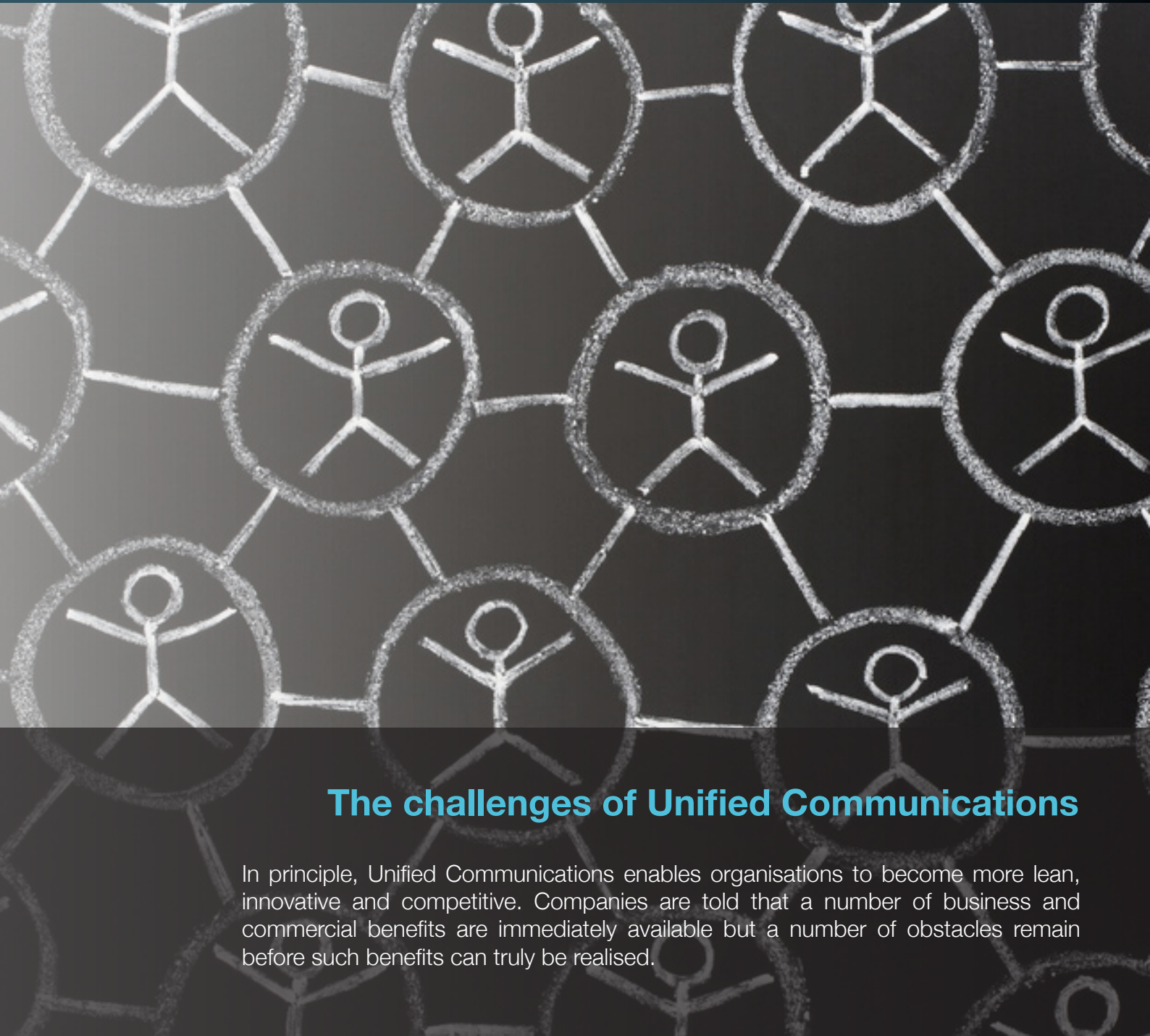




CloudTalent

Unified Communications and Messaging

Our capabilities



The challenges of Unified Communications

In principle, Unified Communications enables organisations to become more lean, innovative and competitive. Companies are told that a number of business and commercial benefits are immediately available but a number of obstacles remain before such benefits can truly be realised.



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Feedback from the TReX forum

Feedback from our Customers and our Customer forum (TReX) highlights a number of key challenges in the UC and Messaging arena.

All see:

- Legacy investments in communication infrastructure makes migrating to a new platform difficult and complex
- Resistance to giving up established tools and existing ways of working
- Lack of integration with existing tools
- No single solution is suitable for all employees

Some see:

- Need to educate staff about on the benefits of UC technology
- Limited in-house staff expertise to deploy
- Waiting for UC technology to mature
- UC application performance issues affecting user experience
- Unclear on key business drivers
- Employees want to communicate with the same types of social and collaborative tools that they use in their free time
- Controlling and managing the implication of convergence services on the IP network
- Difficult to standardise support

The CloudTalent Approach

Most organisations have made big investments in communication infrastructure previously, so upgrading or implementing new systems and technology, or migrating to a new platform is difficult and complex. There is no “one size fits all” but value can be delivered. Challenges include impact on current infrastructure, training, network security, technical support, operating costs, service quality and interoperability.

CloudTalent work in a pragmatic fashion to help Customers understand these challenges, deliver quick wins and develop a strategic roadmap to fix the highest priority issues first using knowledge gained from Customer projects and the TReX forum.

What to expect from CloudTalent

CloudTalent has specific work packets, detailed below, which are designed to improve:

- Collaboration and communication across the business using instant messaging across all devices
- Improved interaction using audio and video sharing as well as well as voicemails, emails, faxes and text messages using a variety of devices
- Increase agility, responsiveness and improve customer service
- Reduce costs through operational efficiencies and streamlined processes
- Save time through efficiency and by extending the reach of working time and tools
- Reduce travel costs and carbon emissions with collaboration and conferencing
- Standardise user experience across devices
- From multiple devices per person (desk phone, home phone, mobile phone, PC, remote email device, 3G and bluetooth accessories) to devices deployed by function, with a trend towards a single device
- From manual device configuration to centralised, advanced device configuration and management
- Make contact, information sharing and decision-making easier, faster and smarter
- Have central visibility and control over all fixed

Unified Communications - Typical Work Packets

UC Strategy

Create a stakeholder agreed UC strategy to support future service needs of the Customer. Agree the underpinning architectural principles and measurement metrics for the service.

UC Tool Selection

Create a stakeholder agreed set of issues, requirements, strategy and architectural principles and complete an RFX process to test the market capability and match the best proven solution.

Complete a proof of concept to measure the ability to deliver business outcomes articulated in RFX (recommended in this area as it is a relatively immature market).



Unified Communications
Migration and integration





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