

Unified Communications Enhanced Pilot

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We provide an on-premises or cloud-hosted pilot to enable users to experience a full Unified Communications solution without impacting your production environment.

INTRODUCTION

Once an enterprise has established a Unified Communications strategy, moving from concept to production is more than a single simple step. Business and technology leaders fear disruption and decision makers fear that any change will be met with the kind of adoption resistance that negates ROI. To realize the full benefits of a new Unified Communications solution, including increased productivity, amplified savings, and a streamlined integrated platform for collaboration, businesses need to run a pilot program. Most pilots, however, don't reach the right users, don't help businesses understand what different profiles of end users actually need, don't provide all the features to illustrate the specific benefits, and don't elicit constructive qualitative feedback to drive positive changes to the production deployment. An Integration Partners UC Enhanced Pilot does.

THE INTEGRATION PARTNERS UC ENHANCED PILOT

is the answer, providing businesses with all the features of a production Unified Communications solution to enable testing and discovery of the business benefits before committing to a full deployment. Integration Partners provides either an on-premises or cloud-hosted environment that's tailored to the enterprise's specific infrastructure focusing on user profile definition to help businesses determine which employees will benefit the most. Pilot success criteria is identified to help businesses establish qualitative feedback and identify how the pilot aligns with enterprise-wide goals, full review and analysis documentation is created to make the most of user feedback, and a pilot-to-production next step proposal is developed that details how the pilot can be deployed across the enterprise for maximum benefit.

The Integration Partners approach for a thorough UC Enhanced Pilot includes the following (however a customized approach can include any or all of these):

- **Full-Featured Unified Communications and Collaboration Pilot** using all the technology components needed to evaluate the benefits, including Microsoft Unified Communications technology (Lync, Exchange Unified Messaging), Video Technologies (Polycom, Radvision), Session Border Controllers and Gateways (Acme Packet, AudioCodes, Sonus), and End Points (Polycom, Plantronics, Jabra). This pilot provides all the features of a complete Unified Communications deployment, allowing users to experience the benefits of a new Unified Communication solution throughout the organization.
- **On-Premises or Cloud-Hosted Environment** options that conform to infrastructure capabilities and requirements. The hosted option offers a safe, secure cloud-based model that scales to your needs.
- **User Profile Definition and Identification** that identifies which employees should be a part of the pilot and helps define who will benefit the most from a new Unified Communications solution.
- **Pilot Success Criteria Development** to establish a qualitative feedback program for the Unified Communications pilot, identifying how the pilot aligns with business goals.

READINESS ANALYSIS

1

ENHANCED PILOT

2

STRATEGIC ARCHITECTURE DESIGN

3

DEPLOYMENT & INTEGRATION
SERVICES

4

VALIDATION &
SECURITY ASSESSMENT

5

FOR BUSINESSES THAT HAVE QUESTIONS LIKE:

- What features does a Unified Communications solution actually provide?
- How will different users adopt a new Unified Communications solution?
- How can a Unified Communications solution be tested in the production environment?
- How do enterprises identify user types and profiles that will benefit the most from a new Unified Communications solution?
- How is success defined with a new Unified Communications solution strategy?
- Is an on-premises model or a cloud-hosted model the best fit for a new Unified Communications solution?
- How do companies actually move from a Unified Communications pilot to a full production deployment?

THE INTEGRATION PARTNERS METHODOLOGY

Integration Partners offers best-in-class technology geared toward enterprise-wide goals, allowing companies to experience the benefits of Unified Communications for themselves.

We provide complete transparency into networks, carefully calculating the ROI potential from a Unified Communications deployment. Our methodology allows for a thorough review of business benefits in addition to network health, marrying the IT aspects to the business aspects for a solution that breeds success.

While most companies focus only on deploying technology, Integration Partners takes a holistic view of Unified Communications. Whether it's improving customer service, increasing productivity, enabling mobile workers, or leveraging existing infrastructure investments, we tailor the solution to meet your needs, maximize adoption, and avoid disruption on the production network. Our customer specific approach to Unified Communications means your enterprise won't deploy any solution that isn't fully optimized for your environment.

With a strong focus on security, Integration Partners refuses to let any vulnerabilities in your network go unaddressed, identifying key issues that may keep you from realizing the full benefits of a Unified Communications solution. Our experienced, trained, and certified professionals ensure that your technology is deployed smoothly, allowing you to immediately realize the full value of your new solution.

EXPERIENCE THE BENEFITS

Integration Partners has over a decade of experience building successful solutions for customers. With a focus on secure, fully converged networks using the best solutions offered by the industry, we deliver open standards, unified access, collaborative solutions as well as response and recovery solutions that increase productivity and decrease costs while allowing enterprises to meet and exceed their goals.

Our clients' successes are at the forefront of each UC Enhanced Pilot, and Integration Partners will deliver a full-featured pilot in an on-premises or cloud-hosted model designed to realize the full business benefits of a new Unified Communications solution, elicit actionable feedback, and provide the next steps for an enterprise-wide Unified Communications production deployment.

Integration Partners will own the problem and deliver the solution.

Contact Integration Partners today for more information about a Unified Communications Enhanced Pilot.

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