

# Unified Communications 2013 at a Glance

*A clear roadmap to efficient and dynamic business communication*



## What is Unified Communications (UC)?

UC is the paradigm of desktop and mobile voice, instant messaging, presence, voice video and Web conferencing, voicemail and e-mail, as well as document collaboration working together in a coherent fashion on any device - desktop, mobile phone, desk phone, tablet. UC empowers your business users but it also allows you to reach out to customers, partners, and vendors.

## What are typical use cases of Unified Communications?

UC enables fundamental business scenarios such as voice calls, presence and instant messaging, and voice mail in your mailbox. Through a single mouse click it enables internal and external audio, video and Web conferencing and collaboration directly from each users' desktop: internal team meetings, sales presentations, user and technical trainings are just natural on a UC platform.

## Do I need to implement IP Telephony in order to leverage Unified Communications?

IP Telephony is not a prerequisite for Unified Communications. Traditional and mobile telephony can be fully integrated into a UC solution. It is also possible to migrate from conventional voice infrastructure to Unified Communications infrastructure skipping legacy VoIP devices and architecture altogether.

## What capital investment is required for Unified Communications?

Depending on your business need, you may go for an on-premise solution, or leverage Unified Communications as a Cloud service. With the Cloud option, there is minimal or no CapEx involved, and UC services become OpEx.

## I want to understand how Unified Communications can benefit my business; what do I need?

You need a Cost-Benefits Analysis, as well as a simple or advanced (NPV) RoI model. You also need a technology roadmap for Unified Communications tailored to your business need, requirements and budget. You may decide whether you want to go on-premise, or in the Cloud. You may also want to consider security, compliance, user experience and technical feasibility.

## Why Beyondix?

Beyondix will help you select, execute, manage and govern a Unified Communications strategy—from Discovery of existing services and applications through to the hands-on Migration/Roll-out, and ongoing Support. We also bring with us:

- Proven experience delivering corporate IT strategy solutions across EMEA—and beyond;
- Technical Consultants that speak business language and are certified to the highest technical standard by Microsoft, Amazon Web Services, Cisco, HP, ISC<sup>2</sup>, TOGAF, ITSMF, and other industry leaders;
- Strategic, tactical and operational hands-on assistance, as required.

