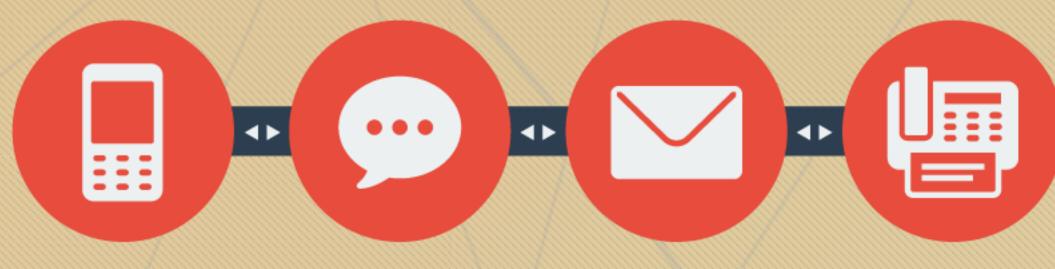


Unified Communications

Quantify the real value and need for UC to make the business case and build a realistic roadmap.

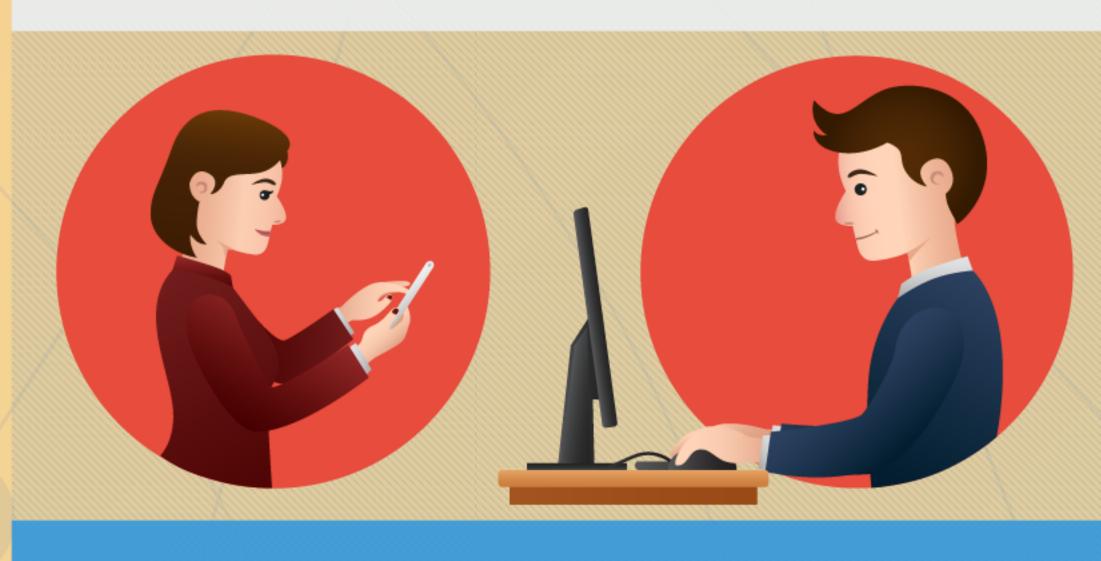
This project is designed for infrastructure managers who are approaching a unified communications (UC) or telephony project and need to define requirements, assess the value of UC features and functions, or maximize end-user adoption of the next UC solution.



The case for UC is unclear:

should IT invest in UC or take a point solution or best-of-breed approach that leverages low-cost consumer-grade tools?

The most critical challenge of your UC project is maximizing user adoption. The more readily users adopt UC, the more business value it will create.



User adoption isn't just a risk, it's a whole set of risks ranging from lack of need to poor user experience (caused by poor reliability or interoperability).



Project Steps

a UC end-user survey Take a lean approach to data gathering and analysis. Define scope early and right-size the user survey

Make the case for conducting

the UC project.

process to the size and complexity of

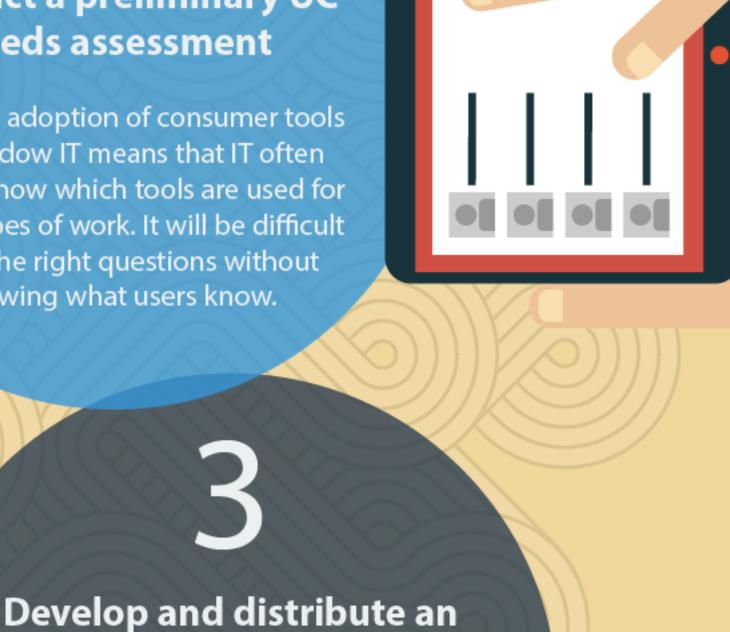
needs assessment Increased adoption of consumer tools and shadow IT means that IT often

Conduct a preliminary UC

which types of work. It will be difficult to ask the right questions without

doesn't know which tools are used for

knowing what users know.



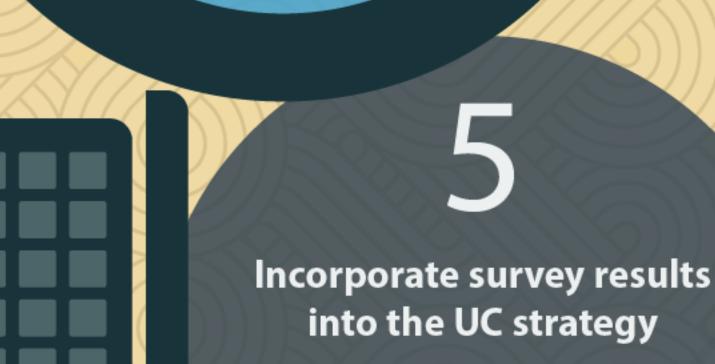


User adoption isn't just a risk, it's a whole set of risks ranging from lack of

by poor reliability or interoperability).

need to poor user experience (caused

end-user survey for UC



Don't get distracted by charts and

graphs. Approach the data with your

decisions in mind, then make the

decision and move forward.

project is maximizing user adoption. The more readily users adopt UC, the more business value it will create.

The most critical challenge of your UC



Update and communicate the **UC project roadmap** The UC roadmap needs to be aligned

functionality is compatible with

devices and platforms users will

employ in the future.



