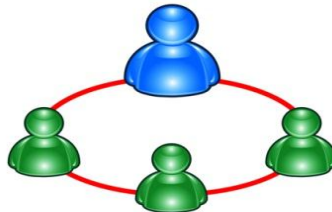


What's your Unified Communications Strategy?

If you build it, will they come? UC solutions have the potential to optimize productivity and cost efficiencies of an organization, yet fail to do so if the *people, processes, and technologies* aren't aligned for success. While a technical deployment may be flawless, without addressing the personnel and operating environment, rolling out a solution and hoping it organically grows can erode ROI and create confusion.

To help clients succeed in their UC initiatives, Enabling Technologies creates an appropriate UC Strategy and defines a Roadmap for which technologies to roll out to whom and when, with proper internal marketing, training, support, and business results. Enabling provides a structured approach, UC expertise, and multifaceted UC knowledge, to optimize your plans, budgets, and human capital. This practical yet flexible approach will:

- Analyze the **people** and the culture to determine which drivers (mobility, PC/apps, contact centers) are most critical, how much change



users can tolerate, and appropriate training approaches. The IT team's alignment is reviewed, to identify silos or political barriers to success

- Review the IT teams' troubleshooting **processes** and help desk structure to identify gaps, build UC-specific standard operating procedures to reduce



finger-pointing and increase end-user satisfaction. In addition, key business owners' input is taken to uncover where UC can optimize the company's overall business **processes**.

- Analyze existing **technology** investments and architectures to identify gaps, then define improvements, reference architectures, and a 360 degree project plan for a



UC platform of the future that can make the most out of current investments yet save and avoid unnecessary costs.

