Voice & Unified Communications

Most of us agree that integrating our voice, data, video and mobile communications across a single network is a fundamental factor for businesses that are looking to streamline their technology infrastructure. By adopting a single network approach, employees also have the added benefit of 24/7 accessibility whatever their location or preferred technology device, ensuring that companies can adjust to customer demands quickly and efficiently.

The reality

On paper, the idea of a unified network sounds like communications 'nirvana' but in reality it is a very different prospect. In an ideal world you would want a seamless integrated communications network that was provided by a single vendor, providing your voice, data and security solutions all under the one umbrella with the upmost of ease. However, within most organisations, the voice and data infrastructure has evolved over a period of time and is built up from a wide range of products supplied by a variety of vendors. This is where organisations need to ensure that they have the necessary technical skills and resource in place before they start to implement a converged network solution.

Bring in the experts

In order to address some of the key issues when implementing a Voice & Unified Communications (UC) network such as quality of service, security, infrastructure and employee adoption of the new system, it can be useful to utilise the skills of a vendor independent UC specialist such as Evolved. A multi-vendor specialist such as Evolved have experience that reaches across many vendors, products and technologies which in turn ensures businesses receive independent advice that has their best interests in mind both commercially and technologically.

Investing in new technologies can often mean increased costs, especially in the short term. However, with many UC projects, the mid to long term benefits are very appealing due to it having an impact on reducing the operational costs of a company as it looks to improve its business processes. By integrating an IP network you are also putting tracking measures in place to help assist how you interface with all your customers, prospects and partners.

Prospects and partners

IP based Voice & Unified Communications has definitely arrived and is successfully being implemented on a global scale due to critical elements being addressed including industry standards, core infrastructure, security and technology advances. The impact of this in a world that demands 24/7/365 communication means that single IP based networks fusing together a multitude of technologies will be here to stay.

Ask for references

When selecting a UC solutions provider it is important that you thoroughly evaluate their credentials not only from a business perspective but a technological one also. Any reputable provider will be able to offer reference sites, demo facilities and capability documents to illustrate their expertise in this area. Evolved can provide this information to all their customers who show an interest in migrating over to a unified network.

A leap of faith

Once an organisation has made that 'leap of faith', it is important that UC providers have the necessary back office to support any future developments within the business that leads to a change to the network infrastructure. This is where Voice & UC really does make a difference, due to it sitting on a single IP based network, additions and changes can be implemented with minimum impact on a business.

Benefits:
> Reduce administration costs
> Scalable
> Multi-vendor solutions
> Real time monitoring
> Single IP based network

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Voice & UC Services

> Network audits & Health checks
  - Business impact assessment
  - Technology infrastructure assessment
  - IP Telephony readiness assessment
  - Unified communications health check
> Consultancy services
  - Executive workshops
  - Migration planning
  - Integration planning
  - Solution demonstrations
  - Pre-Installation design workshops
> Implementation services
  - Implantation of solutions using proven best practices
  - Systems installed according to agreed and signed Statement of Works (SoW)
  - Systems installed by appropriately skilled and certified engineers
  - Full systems testing
  - Customer sign off
  - Go live support
> Training services
  - User training for phones and attendant consoles
  - Administration training

Product and Technology offerings

> IP Telephony
  - Cisco Unified Communications Manager (CUCM)
  - Cisco Unified Communications Manager Business Edition (CUCMBE)
  - Cisco Unified Communications Manager Express (CUCME)
  - Cisco UC 500 Series
> Contact centre
  - Cisco Unified Contact Centre Express (UCCX)
  - Cisco Unified Customer Voice Portal (CVP)
> Unified communications applications
  - Cisco Unity
  - Cisco Unity Connections
  - Cisco Unity Express (CUE)
  - Cisco Unified MeetingPlace Express
  - Cisco Unified Presence
> IP Telephony Endpoints
  - Cisco 7900 Series Phones
  - Cisco 3900 Series Phones
  - Cisco 500 Series Phones
  - Cisco ATA 180 Series
  - Cisco IP Communicator
  - Cisco Unified Personal Communicator
> Communications infrastructure
  - Cisco Catalyst POE Switches
  - Cisco Voice Gateways
  - Cisco 7800 Series Media Convergence Servers (MCS)
  - IBM and HP Cisco approved servers
> IP Phone services
  - Bespoke development of IP phone services to meet the customer's needs
> Complementary technologies
  - Routing and Switching
  - Wireless
  - Microsoft Integration
  - Traditional PBX Integration

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