

Efficient, feature rich integration through 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 24/7/365 accessibility whatever their location or preferred technology device, ensuring that companies can adjust to 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. Within most cases though, organisation's data and voice 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 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 Unified Communications (UC) network such as quality of service, security, infrastructure and employees adoption of the new system, it can be useful to utilise the skills of a vendor independent UC specialist such as Computer Communications. A multi-vendor specialist such as Computer Communications 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 it's 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.

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.

Benefits:

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

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. Computer Communications is no stranger to providing this information to all their channel partners that show an interest in migrating over to a UC 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 UC really does make a difference because as it sits on a single IP based network, additions and changes can be implemented with minimum impact on a business. To ensure a smooth transition you still need your provider to invest in their skill sets and that is why at Computer Communications we have a continuous investment programme that includes training and the latest technological trends allowing us to grow our portfolio of accreditations and skill sets such as:

- > Cisco Collaborative Services Partner
- > Advanced Wireless Specialisation
- > Advanced Router and Switch Specialisation
- > Advanced Security Specialisation
- > Advanced Unified Communications Specialisation

In addition to these specialised accreditations, Computer Communications have the expertise and knowledge base across the whole of the UK and Ireland for the most complex UC projects. Computer Communications understand that without the right people no technology solution will be a success and that is why we invest a lot of our time and resource into preparing and training our support staff and engineering team to the highest of standards. Don't just take our word for it, get in touch and see how we have assisted our customers across many vertical markets, technologies and geographic areas.



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