






## Company Overview

A landscape view from a window, showing a sunset or sunrise over a body of water. The sun is a bright orange sphere on the right side of the frame, partially obscured by a vertical window frame. The sky is filled with soft, white clouds, and the water below reflects the sky and the sun. The overall mood is serene and expansive.

Look beyond the expected  
Embrace new strategies  
Broaden your business horizons

iVision's mission is to provide and build unparalleled Unified Communications (UC) solutions.

In the journey to fulfilling that mission, iVision started out as two separate companies, one providing leading visual communication solutions and the other, leading networking and IP Telephony solutions. The two joined and created a new entity – iVision.

Bringing the expertise of both companies together realises the need to provide customers with what they

are looking for – integration of their communication tools to ultimately enable end users with the flexibility to communicate at any time, from any location and with any device they choose.

To support this philosophy, iVision believes that providing unparalleled UC solutions is more than just providing product, it is about providing the essential services required to deliver on a UC solution and supporting the customer through their entire UC life cycle.

## Why Unified Communication?

**UC is the integration of communication tools such as video conferencing and IP Telephony, ultimately offering the end user the flexibility and freedom to communicate when they want, how they want and from wherever they want.**


Historically these communication tools have been implemented in a silo fashion delivering lack lustre results – low usage and organisations never reaching the intended productivity gains. To realise the benefits of their deployments, organisations now understand that a plan or strategy for UC is required and integration needs to happen. No longer can these technologies be viewed separately, to truly see the benefits which is seamless communications, a plan for integration, management and usage needs to take place.

## Why iVision?

In a UC environment where a multiple vendor solution is typical, and a single user interface is required, iVision is uniquely positioned to support those environments. Because of iVision's specific product expertise and more importantly the company's integration expertise, iVision has the people and the background to understand the complexities of UC, and provide a solution that is seamless to the end user.



Everywhere you need to be



Whatever the environment, service comes first

## iVision Leading with Service


A common approach to supporting and implementing UC has typically been to lead with product. Although products and technology are important, iVision believes in service and strategy first, product and technology second.


This is a result of our experience and knowing that a UC solution requires everything from consultation and planning to comprehensive on-going management to usage analysis and training. The benefits gained from this approach are long term usage and adoption, a seamless and enhanced end user experience and ultimately quantifiable productivity gains.




**To ensure that the all the benefits of UC are realised for our customers, iVision has developed 5 key service areas:**


iVision believes these services are essential to support the customer in their UC life cycle.

-  **Consultation**

Business and technical consulting to help customers develop their strategy and business case required before implementation of a UC solution begins. Also the network review required to ensure network readiness to implement a UC solution.
-  **Integration and Implementation**

The customised integration services needed to support a multi-vendor environment. For example, integration of existing email systems with IP Telephony and/or video conferencing solutions.
-  **Managed Services**

The systems to support on-line remote monitoring, 24-hour help desk support and scheduling of your UC solution. One experienced team to manage all your UC applications.
-  **Network and Conferencing Hosted Services**

For customers that don't have the existing infrastructure or the business case to expand their infrastructure for UC, iVision provides the overlay network and audio, video and web conferencing services needed for a complete UC solution.
-  **Usage and Adoption Services**

Both the customised technical and end user training and usage programs to ensure that any of the UC solutions implemented are utilised to their full extent.

## The Core Networking Skills to Support Unified Communications

In addition to offering services, iVision believes that the foundation of any UC solution is the network. iVision has the core networking experience to support mission critical data networks and has extended that experience to supporting the unique network requirements for UC.

Network design and implementation is a critical element of iVision's offering to its customers.

Accelerate your network  
Energise your customers

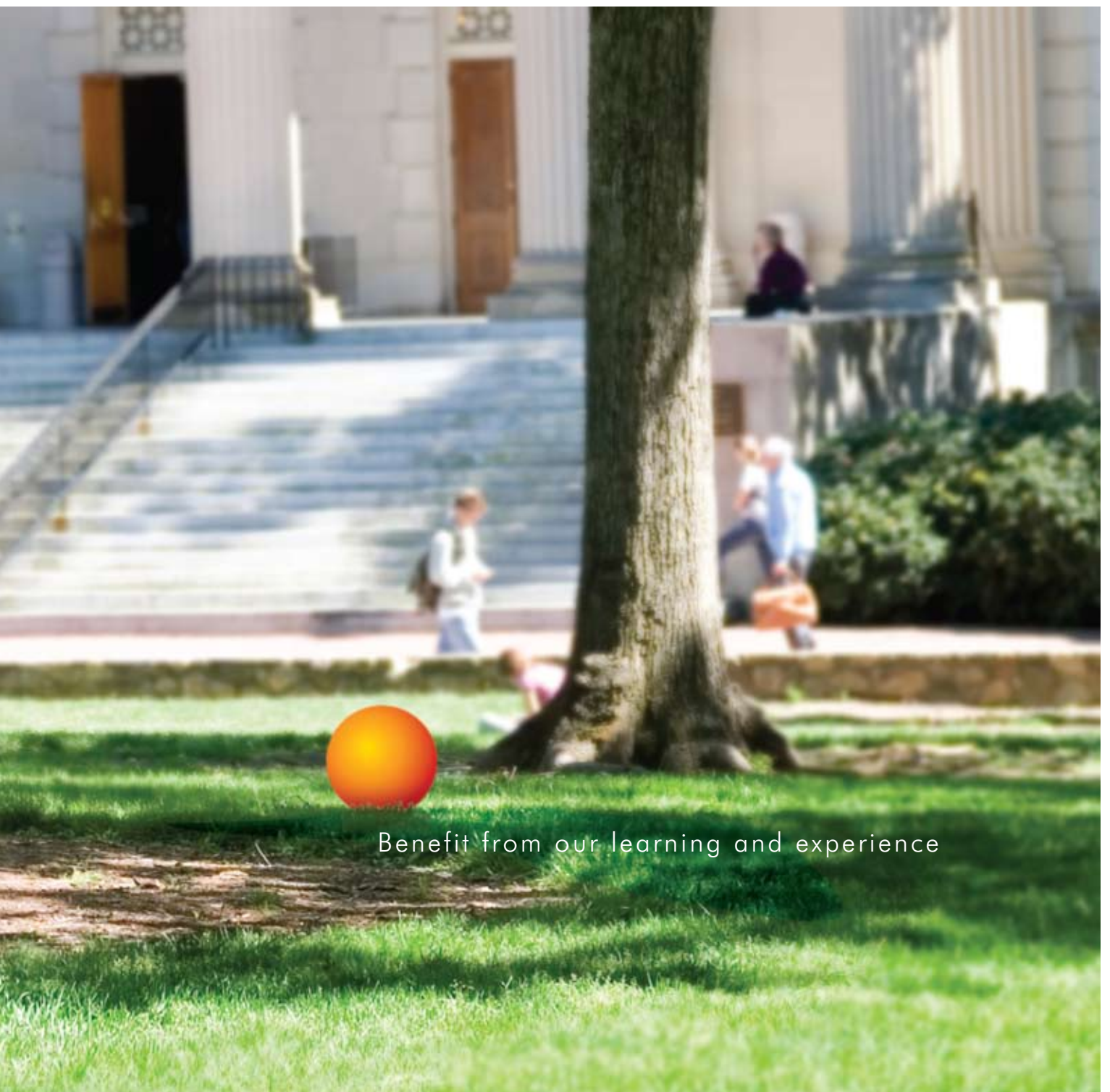




## Unified Communications Solutions Areas

Most organisations today face multiple challenges and because of specialisation most are varied in their requirements for communications. As a result solutions need to be customised based on each organisation's objectives.

To give you some idea of what Unified Communications solutions can look like, we have highlighted some key examples for different vertical industries:



Benefit from our learning and experience

#### Education

iVision has provided customers with the integrated solutions of video conferencing, web and data collaboration, presence and IP Telephony, to provide its customers with the ability to support a complete on-line learning service and expanded curriculum objectives.

#### Healthcare

iVision has provided customers with the integrated solutions of video conferencing and high quality audio visual, so healthcare services can be provided to patients in remote areas where medical expertise is not available.

#### Finance

iVision has provided customers with the integrated solutions of hosted video network services and IP Telephony to improve productivity and provide highly secure video conferencing for a geographically dispersed workforce where time sensitive information needs to be shared and communicated.

#### The Network

In all these solutions, the right network needed to be in place. iVision supports every UC solution with a review of the customer's network to optimise or expand the network based on today's and future requirements.

For more information on how iVision Unified Communications can benefit your business, staff and customers go to [www.ivision.com.au](http://www.ivision.com.au)

