

UC is a complex business. But using it should be easy.

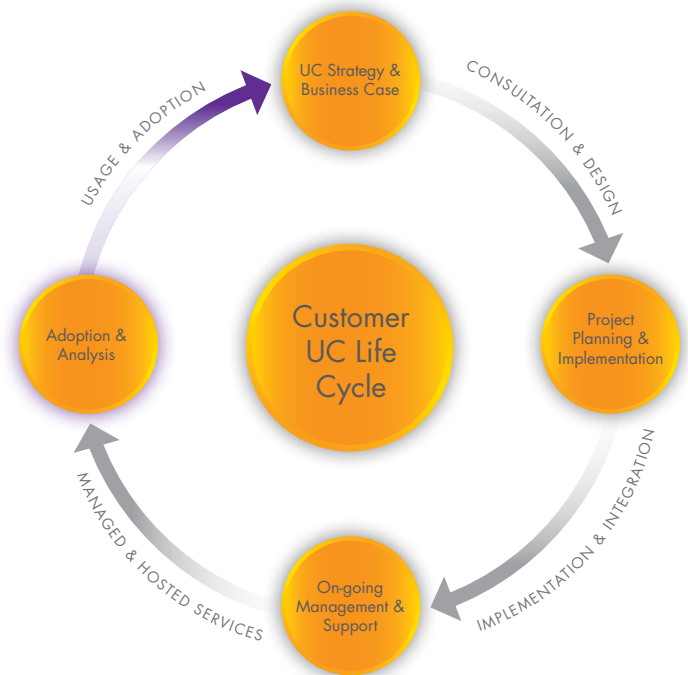
Unified communications (UC) is the integration of communication tools such as video conferencing, web conferencing and IP Telephony, ultimately offering the end user the flexibility and freedom to communicate when they want, how they want and from wherever they want.

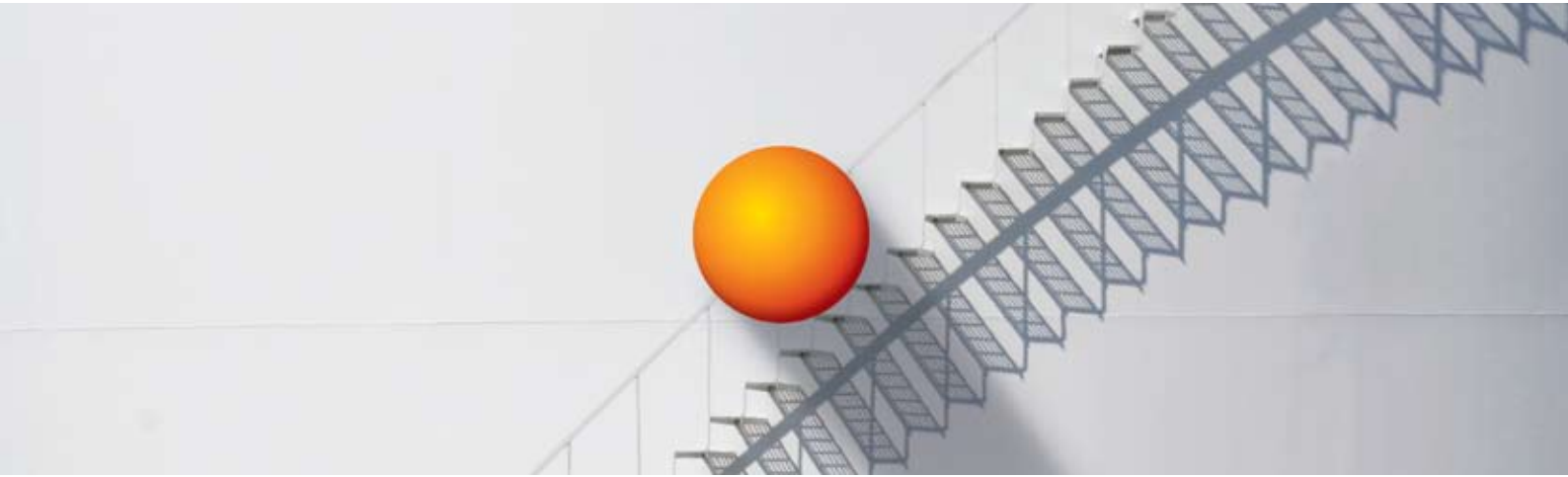
Let us work with you

We view the development of a UC solution as a journey and not a discrete, single event. To support this journey, we have developed a services first strategy which follows you in your UC life cycle.

Part of that journey is a focus on the end user and organisation. Understanding how UC will impact the organisation and each employee, is crucial to the success of any UC implementation. For this reason we have developed specific Usage and Adoption services, to ensure that each organisation will meet their UC objectives.

With over 20 years in the industry, we have overseen many successful UC implementations. The key to their success has always been to establish how new technologies will impact the employee and to provide a platform to monitor and analyse usage.





Adoption, Training, Reporting and Analysis

Understanding that the success of any UC deployment is dependent on end user adoption, we have included **Adoption** planning as an integral element of our Usage and Adoption services. Following an adoption plan, we provide both technical and end user **Training** services that are customised based the structure and needs of the organisation. Finally, we develop a **Reporting** structure that summarises usage and **Analyses** the successes or even failures of the UC implementation. iVision's Usage and Adoption Services provide a complete service that enables an organisation to meet the intended UC objectives.

Adoption

We begin our Adoption services with a confirmation of the organisation's UC objectives – how UC will fulfill the goals and any determined key initiatives of the organisation such as improved customer service, cost reduction initiatives, quicker time to market, etc... Once the objectives are confirmed, an Adoption plan is developed. The Adoption plan is based on the determined usage of each workforce profile within the organisation. The plan identifies any barriers, opportunities and requirements for business process change and ultimately will define the usage levels and the success criteria for each area of the business.

Training

Customised training packages for both the end user and technical staff within the organisation are provided as part of our Usage and Adoption services.

For the end user, and based on their workforce profile, a customised training program is developed that will ensure their understanding of how to operate and use the UC technologies provided to them. Our technical training is also customised based on the structure of the organisation. We can provide first level support training through to training for a complete in-house managed service.

Reporting and Analysis

Without a process for reporting, then determining the success of any UC implementation is impossible. Our reporting and analysis service first establishes a process for reporting. This includes determining report frequency, a reporting communications plan and the report elements. In addition to using management systems and/or software to collect data on usage, we will include an interview process as part of our data collection and usage and analysis.