



## UC is a complex business. No one solution is the same.

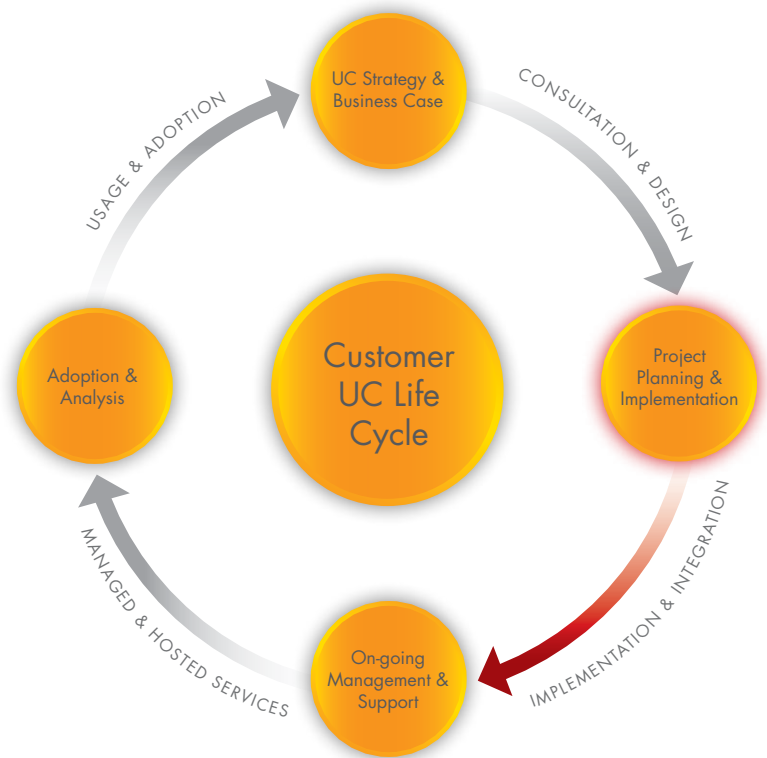
Unified communications (UC) is the integration of communication tools such as video conferencing, web conferencing and IP Telephony, ultimately offering the end user the flexibility and freedom to communicate when they want, how they want and from wherever they want.

### Let us show you the way

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.

Clearly defined Implementation and Integration services are crucial to a successful deployment of a UC solution and because no one UC solution is the same, experience and technical proficiency are critical when undertaking this part of the journey.

With over 20 years in the industry, a team of long-term technical experts and engineers, and relationships with some of the largest vendors in the UC industry, iVision has the experience and technical proficiency to support you.



## Implementation and Integration Services

We use our extensive experience and close relationships with the leading UC vendors, to provide practiced and innovative implementation services. Even though we define our Implementation and Integration services as two distinct offerings, we understand that these services often go hand in hand.

Rarely are UC solutions provided by a single vendor. New UC solutions also need to work with your existing systems, platforms and network. Inter-vendor integration is almost always required.

To deal with the complexities of providing UC Implementation and Integration services, we have developed a structured process for our Implementation and Integration services which include:

- Project Management
- Installation and Configuration
- Functionality Testing
- User Acceptance Testing
- Customer Sign Off and Documentation

After delivering hundreds of successful implementations and integrations, we fully understand the process required for the deployment of a successful UC solution.

## Integration Further Defined

To ensure that any new UC **solution** is fully adopted by the end user and will support organisational objectives, the **solution** needs to be integrated into the existing business process. To support this, we offer services that integrate different vendor products into existing or new environments. These environments could include existing solutions, infrastructure and networks.

