**Unified Communications**

It is now recognized by industry leaders that "agility" in staff hours and locations can cut workforce costs by as much as 13%. In an always-on world you and your customers need to be able to connect any place, any time and on any device. The distributed workforce and BYOD programmes mean that you need a Unified Communications strategy and solution that allows you to centralise communications across all channels and connect to the right person at the right time, thereby realising the potential cost savings.

**What can we offer you?**

Whether you need initial assistance with your Unified Communications (UC) strategy, sourcing and deployment capabilities, or a full end-to-end project management service, CoolHarbour has the skills and resources you need for a successful Unified Communications implementation. Our team of consultants, technical experts, project managers and trainers can cover every angle augmenting your team and ensuring you have access to the skills and knowledge you need.

***Consultancy:*** *We will work with you for the full lifecycle of your UC initiative,* working with your stakeholders we create a compelling strategy, business case, technical design and roll-out plan for a UC programme, helping you gain the support needed for your project.

***Deployment*:** To ensure your chosen Unified Communications solution is technically sound and scalable before work begins, we use a proven deployment methodology to verify benefits and improvements will be acceptable. We implement, configure and test customised UC solutions, carefully plan the switch-over and provide go-live support to minimise business disruption. With broad IT infrastructure and applications knowledge, our consultants will help you overcome the most complex challenges involved in a UC roll-out.

***User adoption:***Industry statistics back our experience that Unified Communications projects often lose momentum due to poor user uptake. Every CoolHarbour project places a heavy emphasis on user adoption, offering a suite of training and helpdesk services that are customised to your specific environment and requirements. In this way we can impart user knowledge and best practice that increases the rate of UC adoption and accelerates benefits realisation.

***Support:***UC is a mission critical solution for your business, so when problems arise you need a single point of contact to manage the end-to-end issue resolution in a timely and effective manner. Our 24/7 ‘follow the sun’ support service addresses all aspects of your Unified Communications system including hardware, software, network and system interoperability. We offer customised SLAs to suit your specific requirements, and a range of service tiers depending on your own internal capabilities. Our support team is backed by a strong working relationship with our software vendor engineering team to cover both technical and use-case issues.

***Development:***A pre-configured Unified Communications solution is almost certainly unable to cater for the complex business processes of your organisation. CoolHarbour development services are aimed at helping you extend and maximise the potential of your UC solution, combining the feature rich functionality of your platform with custom developed software that supports a new level of business transformation and greater overall benefits for your organisation.

**Your project, our approach**

* Every Unified Communications programme undertaken by CoolHarbour begins with focus on the customer experience. Our background in specifying, deploying and supporting Unified Communications solutions gives us the ability to look at both internal productivity gains and how you can be better connected with your customers for greater overall return on investment.
* Our team consists of experts in infrastructure, networks, voice and software development – the 4 key technical areas that are essential to a successful UC deployment in addition to deep product knowledge. Unlike other suppliers, CoolHarbour do not have to rely on third parties as we can offer all of these skills in-house; you can depend on our team to deliver against all of your requirements.
* Our delivery methodology for UC programmes is focused on generating immediate benefits – all of our customers report an immediate ROI on their Unified Communications projects.
* CoolHarbour uses the same collaboration tools as our clients to create a virtual team that has all the skills available to work on your project, vastly decreasing the time to fix issues or complete configurations and deployment.
* For complete flexibility and scalability, CoolHarbour has invested heavily in Cloud infrastructure within the U.K and Singapore to provide resilience, allowing customers to build a Unified Communications system that grows as they do.

**When to partner with us**

If your business is struggling to manage a collection of modern communication channels, you should speak to us. We will help you regain control of your communications channels, and help develop a strategy that allows your employees and customers to connect more effectively.

Our extensive experience in Unified Communications deployments means that we can help in all of the following situations:

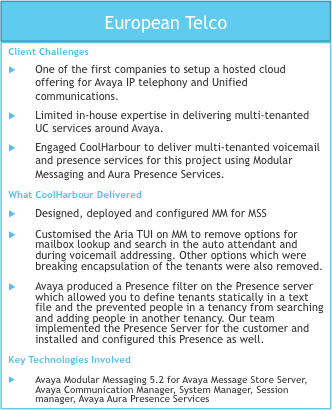
* Your drive for increased cost savings is forcing your business to look at new technologies that improve efficiency, productivity and profitability.
* Your executives are demanding improved efficiency and productivity gains.
* You need to enable transactions across multiple time-zones to support a global customer base.
* Your geographically dispersed co-workers need modern collaboration tools to boost productivity.
* Your business is working to improve mobile and remote working provisions.
* You are looking for new systems that will help you achieve a competitive advantage.
* Your business needs flexibility and scalability options that are only available through the use of Cloud and BYOD services.

**Who have we helped?**

CoolHarbour has worked with businesses across a range of industry verticals, allowing us to provide you with our best-practice knowledge and experience. Our satisfied customers include:

VCEverywhere

Awaiting further examples



For further help and advice about how to make Unified Communications work for you, please give CoolHarbour a call today on 020 7060 6032 where one of our expert consultants will be happy to explain how we can help your business become more efficient, productive and profitable.