

UNIFIED COMMUNICATION



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Today's Agenda

- UC Overview & Definition
- Technologies
- Benefits
- Disadvantages
- ROI(Return on Investment)
- Challenges
- Security Issues
- UC Platforms
- UC Military Drivers
- Features of UC

What is Unified Communications?

Unified communications (UC) is a business and marketing concept describing the integration of enterprise communication services such as instant messaging (chat), presence information, voice (including IP telephony), mobility features (including extension mobility and single number reach), audio, web & video conferencing, and many more.

Overview & Definition

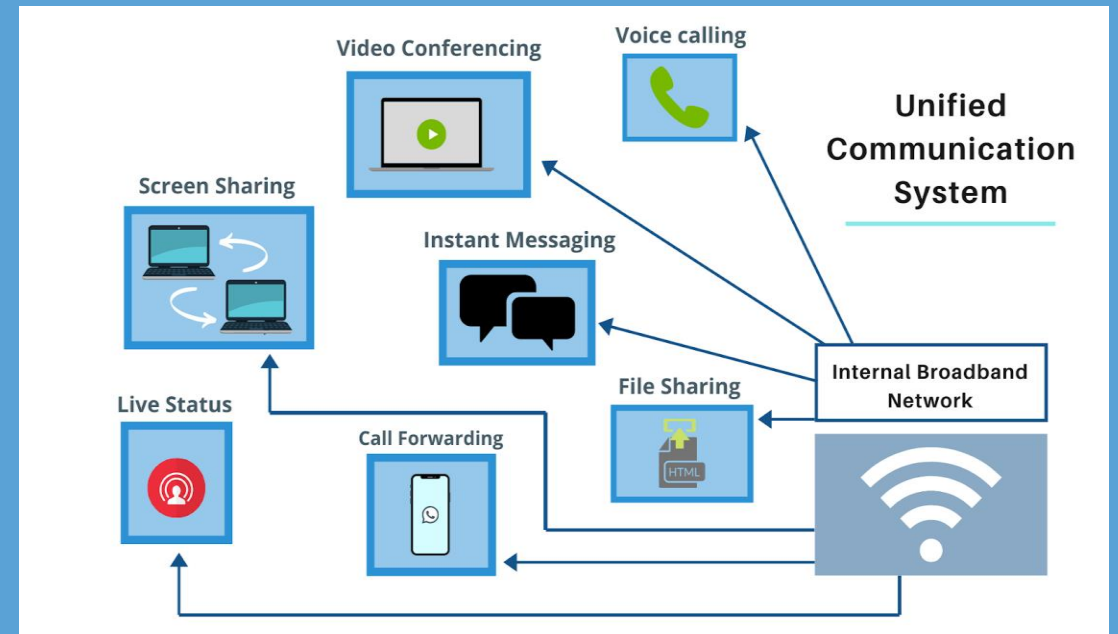
- Unified Communications (UC) intelligently integrates many communications applications
- UC is an evolving set of technologies
- Many businesses are turning to UC to enhance business processes
- Service providers are increasingly providing Unified Communication
- UC can drastically change the bottom line of business



TECHNOLOGY

UC is integration of real time communication such as:

- Presence Information
- Telephony (especially VoIP)
- Video Conferencing
- Data Sharing
- Call Control
- Speech Recognition



Benefits

- Collaborations
- Communications
- Access
- Business process integration
- Presence



DISADVANTAGES

- Video Conferencing
- Web Chats
- MMS is a more advanced version of SMS
- SMS and MMS



ROI (Return on Investment)

- UC investment improve productivity and availability
- Typical UC rollout
- Many UC products are complex to deploy
- A UC system can cut traditional telephony costs



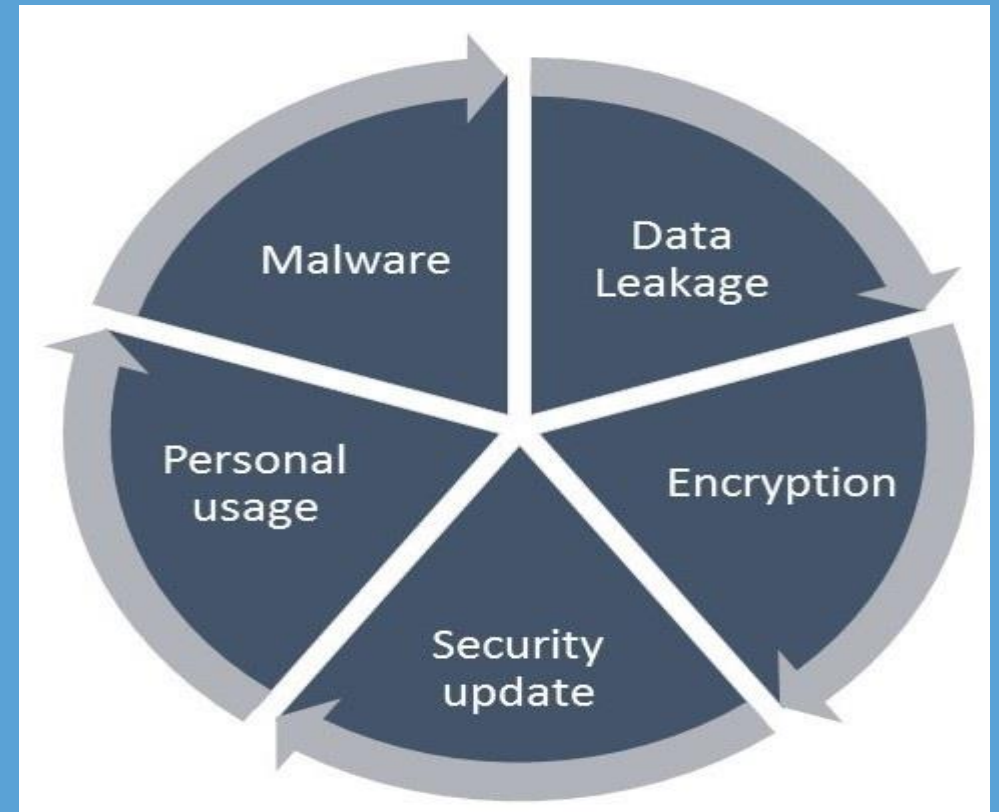
Challenges

- User adoption and adaption
- Technical implementation
- Optimising the cost of unified communication
- Challenges in IT staff.



Security Issues

- Top potential security threats include voice spam
- Essential a junk phone call to any phone
- Spit can take the form of mass junk phone calls
- Ex- flooding voice mail boxes and constant ringing of phones. Its enough to cripple to a business



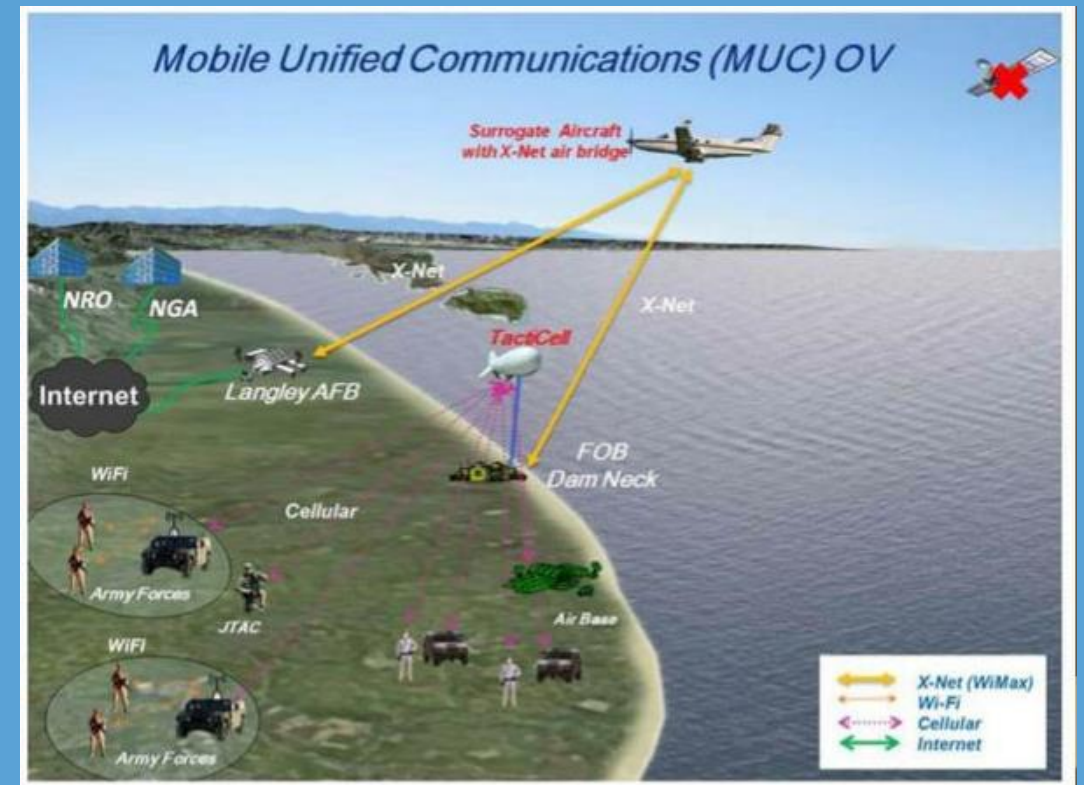
UC PLATFORMS

- Ring Central –Best Overall on quality and value
- 8x8 : Good value for the price
- Dialpad : Easy to use
- Broadvoice : Affordable upfront
- 3CX : super cheap
- Mitel : Reliable products



MILITARY DRIVERS

- Familiar to the UC technology
- Rapid access to information for better decision making
- Enhanced mobility
- Ability to reach each and everyone
- Reduce total cost of ownership with easy maintenance and technical training



FEATURES

- Unified Messaging
- Direct Call Routing & Forwarding
- Integration
- Dynamic Lines
- Mobile Apps
- Video Conferencing
- Presence Management
- Faxing



THANK YOU