UNIFIED COMMUNICATION

GROUP NO :4

Devangi Parmar -133

Dharmit Shah - 75

Kiran Kidecha - 130

Vansh Nagda - 127

Komal Menaria - 42

Dharmik Kothari -36

Karishma Murkar - 49

Dev Sanghavi - 73

Mehul Gohil – 14

Ujjval Jain - 25

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.
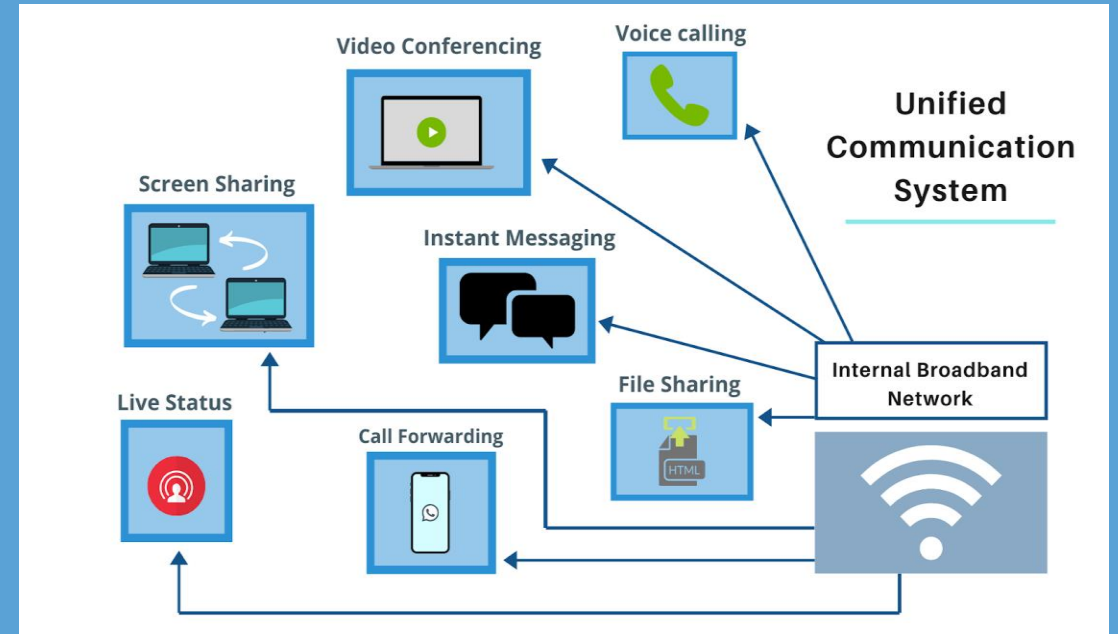
Overview & Definition

- 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)

- Data Sharing

- Call Control

Benefits

- Collaborations

- Communications

- Access

- Business process integration

- Presence

DISADVANTAGES

- Learning curve

- Environmental factors

- Poorly worded messages

- interoperability issues

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

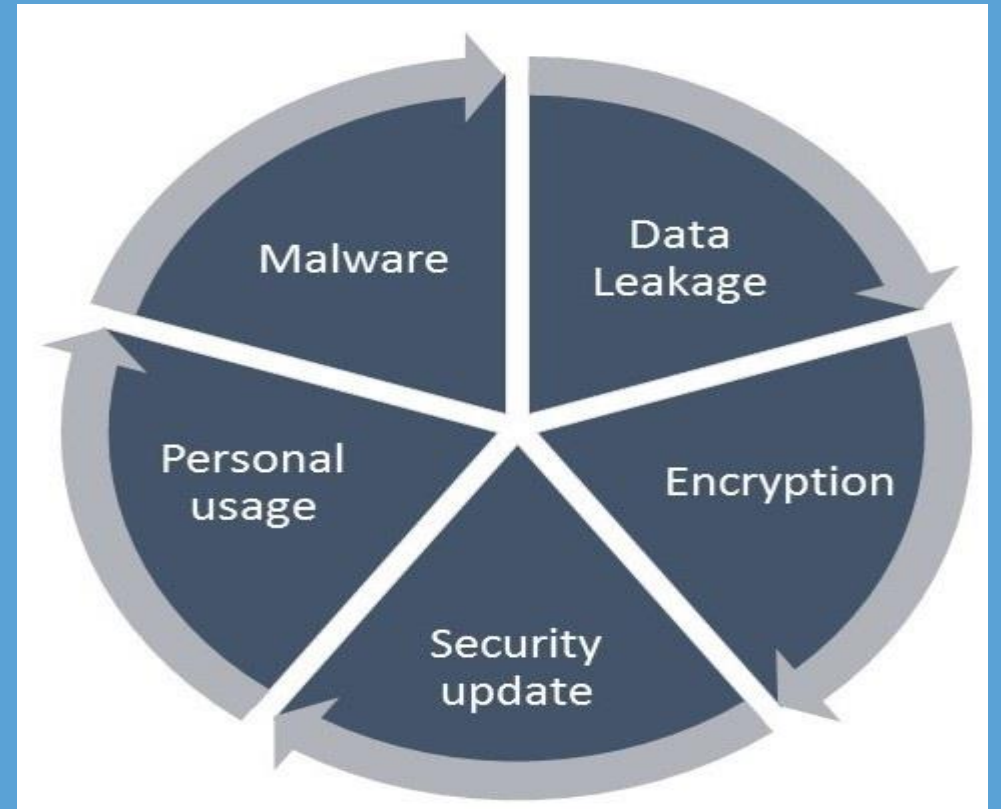- Intangible UC benefits are harder to define

Challenges

- User adoption and adaption

- Technical implementation

- Optimising the cost of unified communication

- Challenges in IT staff.

Security Issues

- Theft of service

- Denial of services

- Hacking tools

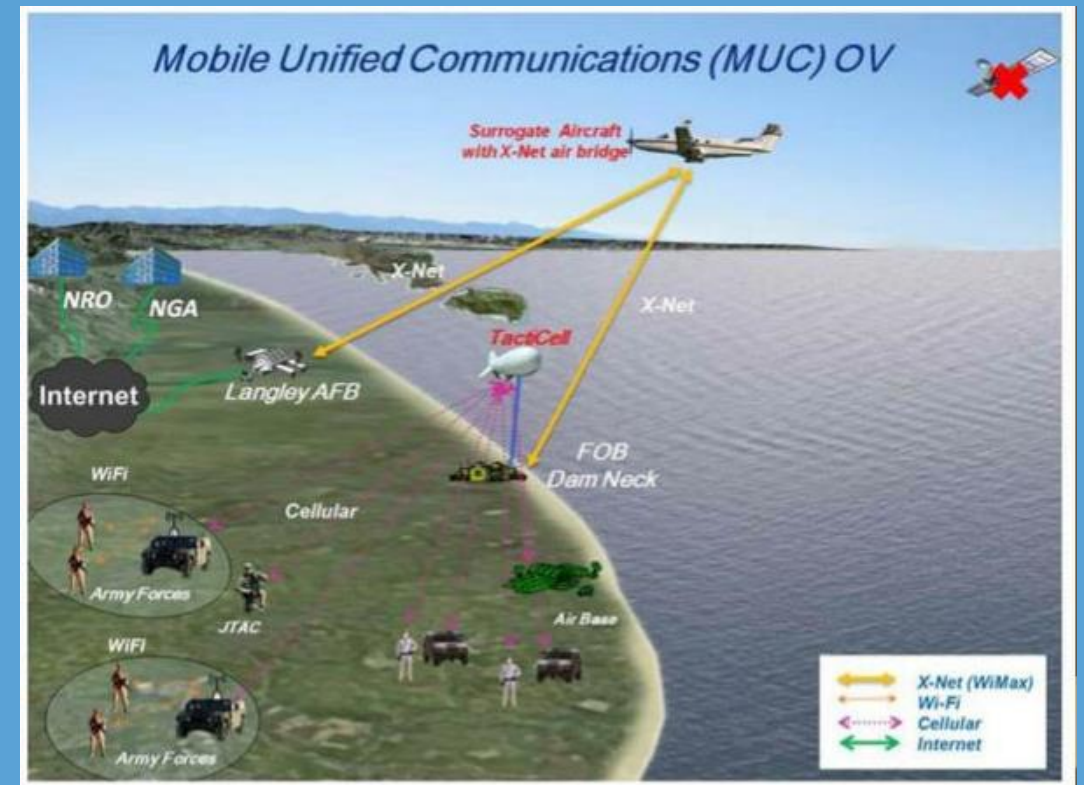- Fraud prevention

- Security controls

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

THANK YOU