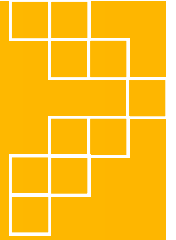


Unified Communications Optimisation HealthCheck



Identify opportunities to improve the usage of your existing unified communications implementation.

Improve the utilisation and performance of your solution.

You may have implemented your unified communications solution for any number of reasons: to reduce costs, to improve the level of communication amongst your staff, or to take advantage of the latest technologies.

With the arrival of solutions such as Microsoft Office Communications Server, organisations of all sizes have an opportunity to utilise their IT infrastructure to deliver voice, video, presence and instant messaging within their organisation.

While this technology has been available for several years, it's only been in recent times that the infrastructure and applications have become sufficiently available and cost effective to take advantage of the capabilities unified communications have to offer.

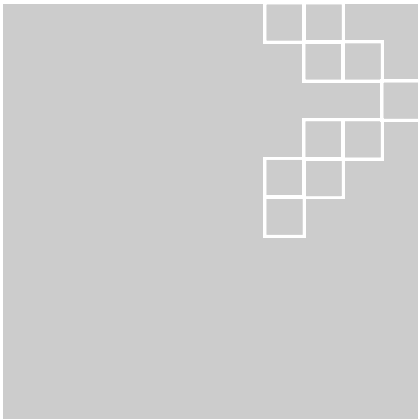
For those organisations that have embraced unified communications, it's important to regularly review its use to ensure it continues to meet the original goals and objectives that justified its

introduction. Given the changes that regularly occur within organisations, the way in which worker habits evolve, and the availability of new technologies, there are a continual stream of opportunities available to improve the adoption, capability and utilisation of a unified communications solution.

The Unified Communication Optimisation HealthCheck from Intergen is designed for those organisations who have deployed Microsoft Office Communications Server and want to review its use and identify areas for improvement.

The scope of the exercise includes a review of the initial strategy behind implementing a unified communications solution, how it was deployed, the strengths and weaknesses of the solution – from an organisational and from selected employees. This information can then be used to help identify any improvements.

intergen INTELLIGENT BUSINESS
HealthCheck



Unified Communications Optimisation HealthCheck

Customer Profile

This service is ideal for organisations who want to:

- » Benchmark your utilisation of unified communications technologies and what can be achieved.
- » Understand the gap between your original goals and what has been achieved.
- » Identify areas for improvement, including additional functions which could be used, infrastructure weaknesses and ways in which adoption could be increased.

Service Overview

Our Unified Communications Optimisation HealthCheck service includes:

- » **Unified Communications Strategy Review.** Review of your organisation's original strategy and how the use of unified communications was intended to help achieve these goals. Includes a gap analysis of what your organisation wanted to achieve, and what has been achieved.
- » **User Interviews.** Talk to people to understand the strengths and weaknesses of the current implementation and understand areas where it is not achieving what they require.
- » **Infrastructure Review.** An analysis of your organisation's locations, distribution of staff (including mobile requirements) and supporting server and network infrastructure and how the existing solution has been supported by this. This includes a review of your Microsoft Exchange Server implementation and the use of Active Directory.
- » **Service Review.** Looks at the unified communications services which are being utilised and reviews whether additional services or approaches could be used.

The Unified Communications Optimisation HealthCheck service delivers a report that summarises our findings and highlights areas for improvement.

Note: The deliverables referenced above are representative of the base service offering. These deliverables can be customised or expanded according to your business requirements.

Pricing

The Unified Communications Readiness HealthCheck service costs \$5,000, excluding GST and disbursements.

If you have specific requirements, then please contact us to discuss them.

If your organisation does not currently employ a Microsoft-based unified

Key Benefits

We can assist your organisation to:

- » Review your existing unified communication and understand areas where your organisation could get more value out of your implementation.
- » Improve end user experience by ensuring the solution meets their ongoing needs.
- » Understand what other unified communication capabilities could help your organisation achieve its goals.

communications solution, then please consider the InterGen Unified Communications Readiness HealthCheck which will help you to establish how ready your organisation is to take advantage of this technology.

More information

Contact InterGen now to book your Unified Communications Optimisation HealthCheck, or visit www.intergen.co.nz for more information.



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