



Implementation of Unified Communications at the best price ever



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Executive Overview:

Mid-market enterprises strive for success. Being successful means consistently making smart decisions – including smart technology purchases. Technology should enable a mid-market enterprise to meet the needs of its employees and customers today, and also allow a business to make simple but value-rich changes in the future. Technology must support changes that occur in a business without increasing the risks associated with providing excellent customer service, engaging with suppliers and conducting many common business processes.

Why Unified Communications

A lot of businesses and home-workers will be familiar with the concept of **IP-telephony**, because of applications like Skype, which facilitate low-cost or free voice calls through the Internet. **Unified Communications (UC)** takes this model and expands it to incorporate other types of communication as well.

With the thin line between **IT** and **Telecommunications** gradually disappearing today's up-and-coming generation of workers meet, share and discover via technology and **social networks**. They're equipped with different kind of mobile devices with which they expect to access corporate data and applications. Because of these various gadgets ongoing economic pressures cause cost containment to remain top of mind for business leaders.

How Unified Communications is changing the game:

The big idea behind Unified Communications is unification. By combining telephony and business data on the same network, it gives firms the ability to combine and use voice, data (and video) information in their common business applications, saving and forwarding whole instant message streams, faxes, e-mails, voice phone calls or videoconferencing sessions as chunks of data.

And being data, UC software can encrypt, in other words scramble the information that is being sent across the network, so it can't be intercepted and read by the wrong person. This is particularly useful for sensitive information, whether it's being held in a fax, video conferencing session, or phone conversation.

But the unification concept doesn't stop there. It also means that the **employee can use a single phone number or handset and a unified inbox for all their communications**, making life simpler.

UC differs from standard telecoms systems because it uses server-based technologies, and digital IP (Internet Protocol) networks (the same type of network that routes Internet traffic).

And unlike analogue telephone systems, it sends voice information over the network as digital packets, much the same way as an e-mail.



Unified Communications major Benefits:

UC is designed to help employees carry out their work more efficiently and in a timelier manner, whilst being free to work from anywhere. To start with, it offers advanced telephony functions. These include short-number dialling, which eliminates the use of area codes, and is particularly helpful with businesses that are located across geographical areas.

UC also offers advanced call forwarding to different types of devices, and hunt groups, where incoming calls can search for an idle extension in a department. UC can also offer multiple device rings where the desk phone, desktop, and mobile can ring simultaneously, regardless of their location. The aim of this is to help the caller get through to the right person at the right time.

Mobility; Phone users can also benefit from having a **single number for all of their phone devices**; and companies can keep the same geographic number across properties and mobile phones.

A single voicemail with a unified voicemail box is another feature of UC, and this works for multiple communication devices, such as a desk phone, **home phone**, **mobile phone**, or VoIP (Voice over IP) phone, connected to a computer.

Reliable voice services and advanced productivity and process tools are non-negotiable for most businesses today.

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Benefits of our implementation Framework to you:

- **Site Survey and Requirements management:**
To ensure that you have the best **Total Cost of Ownership (TCO)**, comprehensive site survey and end-user requirement are conducted with our standard tools including questionnaires, the state of your present cabling plant and telephony system are determined and passed across to the quantity assurance unit. Type of equipment, necessary support infrastructure and possibly cost are determined with the outcome of this phase.
- **Accurate project scoping and Costing:**
Our tools and checklists guarantee an accurate quotation for infrastructure and professional services, ensuring that all items are accounted, which eliminates any unexpected costs at the end of the project.
- **Reduced risk of project failure:**
Detailed documents supported by templates, software and a training programme ensure that your project is rolled out according to our consistent Methodology.
- **Extended, packaged tools to improve user acceptance and integration:**
We assist you to transition the project from completion to ongoing operations through change management, end-user training and documentation.
- **Documentation:**
Our **standard documentation**, test lists and processes ensure and accelerate the quality assurance of the solution to make ongoing maintenance and management easier.
- **Improved visibility into the project; a smooth handover:**
Our deliverables checklist outlines all project deliverables, ensuring that we're able to manage and meet the expectations of the telephony system implementation.
- **Hands-on project management:**
Our statement of requirements template, project plans, project definition workshops, guides and effort metrics streamline and improve the project's manageability, resulting in lower risk of project failure.

- **Commissioning and end-user training:**
We provide you with **standardised, packaged end-user training tools** to ensure a **seamless transition to the new telephony system** and keep disruption to a minimum. We also make educational marketing tools, such as posters, reference guides, mouse pads and screensavers, available to help you facilitate the training process where applicable.



Successful businesses focus on three considerations – their business decisions, their employees and their customers

Some believe that leading technology comes at a higher price, but recent research from Analysys Mason has shown this assumption to be false.



Nhames Projects: Our Strategy

Our approach is having a standard strategy, based on best practices, which will enable us to deliver high quality services in a consistent manner and manage the associated risks, leading to increased client satisfaction lowering your Total Cost of Ownership TCO..

Our project strategy is indicated below:

- We apply the Cisco network lifecycle methodology for our Unified Communications projects; PLAN, PREPARE, DESIGN, IMPLEMENT, OPERATE, and OPTIMIZE
- By engaging with Nhames Projects on IP Telephony / Unified Communications projects, clients benefit from our Unified Communications Implementation wealth of experience, we will make sure you are satisfied not only on the timely manner of delivery but also satisfied on tailored implementation based on cost satisfaction.

Suggestions, Recommendations and Conclusions:

Repositioning your business as a market leader through Technology:

Successful businesses play to win. Winning may mean different things to different businesses – to some it means growing profit, while for others the goal is to improve their communities or change the world.

The major **three consideration** a successful business focus on to strengthen herself as market leader are **1. Business decision, 2. Employees and 3. Customers.**

Decisions. Successful businesses consistently make smart business decisions. The best businesses pick a **sound strategy**, create yearly implementation plans and devise appropriate tactics to meet their goals.

Employees. Successful businesses recognize that their employees are tremendous assets. Enterprises use technology to improve the effectiveness of employees. **Technology makes it easier for employees to get their work done efficiently** and so help them **to innovate**, which can improve an enterprise's products, services and business processes – **leading to increased revenues, reduced costs**, or both.

Customers. Successful businesses treat their customers well, in order to create loyal customers who want to purchase from them repeatedly. Technology can improve the day-to-day interactions between employees and customers, and **good technology can also differentiate the services that a business provides to its customers.**

General Recommendation for small & medium business enterprise:

1. Don't assume top technology will cost more.
2. Tailor-made technologies are available at a very low cost without losing the feel and features of high-end UC products
3. Buy a solution that will grow and change with your business.
4. UC/IP-PBX is scalable i.e. can be installed in phases thereby spreading the initial capital expenses over time.
5. Choose UC products from a vendor that builds solutions specifically for mid-market enterprises.
6. Pick a Company like ours that has excellent professional service skills.

Kerio IP-PBX/UC:

An Enterprise-Class Phone System without Enterprise Complexity

Kerio Operator is a standards-based VoIP system that replaces your traditional PBX. Designed specifically for small and mid-sized businesses, it saves you money and administration time while offering your users powerful capabilities.

You get the advanced call handling and routing typically associated with high-end UC systems, including but not limited to the following:

Auto attendant	Call queues	Conference calling
Call forwarding, pickup, & recording		Click to Call
Fax support	Paging	Salesforce & CRM integration
Voicemail to email		And many, many more

CONCLUSION:

Technology allows enterprises to empower their employees and better service their customers. The technology chosen by a mid-market enterprise must be able to support future business needs, because otherwise it represents an additional financial risk. It is worth investing in high-quality technology from vendors, which strive to create solutions that help businesses to succeed.

Product Recommendation:

- **Recommendation for medium Business Enterprise:**
We recommend Business Edition 6000 solution for medium business enterprise. The Cisco BE is a UC platform with simple network design for the mid-sized enterprise. The solution provides customers with voice, unified messaging, mobility, presence availability, contact center agent support, and video capabilities. Cisco positions it as a cost-competitive solution that out-performs other solutions in terms of quality, reliability, features and upgradability.
- **Recommendation for small or other medium Business Enterprise:**
Due to budget constraints and or necessitated company savings, we recommend **Kerio** or **Schmooze Asterisk** for the above set of companies.
- we install cost effective hybrid IP-PBX/Unified Communications systems that consists of mainly **Kerio** IP PBX and **Schmooze Asterisks**, combined with assorted IP phones of your choice like grandstream, Cisco, Astra, Digium, Linksys, polycom, yealink and others. It can also be integrated with GSM gateways, VOIP gateways, Fxs/Fxo gateways, SIP gateways, PSTN gateways, Cisco Telepresence, video conferencing infrastructure, paging & intercom and other voice compatible infrastructures.

You can get the feel of Cisco UC features with kerio starting as low as \$500

HEAD OFFICE:
76A Adeniyi Jones,
Ground Floor
opposite Lagoon Clinic
Ikeja,
Lagos
Nigeria
23400

IBADAN OFFICE:
2, Lakanmi Close
Total Garden
Behind Genesis School
Agodi – Ibadan
Oyo-State