



## Unified Communications from eircom

Optimise your communications and collaboration networks to transform your business performance

**Your people achieve more when you improve their ability to communicate, collaborate and act on knowledge. Our experienced advisors and best-in-class Unified Communications solutions help you get the very best from your people and your investment in ICT.**

### Seize the benefits of Unified Communications today

- Cut costs by reclaiming hundreds of hours being lost to inefficient communications processes
- Save time by preventing the “human delays” that occur when key people can’t be reached
- Reduce travel costs by better use of video and audio teleconferencing
- Fully leverage your existing investment in PBX and other ICT infrastructure
- True peace of mind from working with a partner whose core expertise is voice, the technology at the heart of unified communications and collaboration
- Facilitate home and flexible working for your valued staff enabling a better work/life balance
- Advance your carbon reduction agenda by decreasing the need for staff commuting and travel between home, office and client locations

### Are your people still struggling with outdated means of collaboration?

Working practices today have changed. Increasingly your key people participate in ad hoc teams, projects and tightly integrated workflows that require intensive, effective collaboration and communication. If your performance isn’t at the levels you want, one problem may be the tools people are using to share and act on knowledge. The multiplicity of communication channels and the understandable but mistaken tendency for teams to rely solely on email for collaboration may be dragging down productivity across your organisation.

Unified Communications (UC) can help solve this challenge. UC uses the combined functionality of your existing enterprise software, hardware, PBX and network to make it faster and easier to contact colleagues, clients and vendors via the best communications channel: email, landline, mobile, voicemail, video calling/conferencing, instant messaging and more. No matter where you are in your evaluation of UC, eircom offers services and solutions that can bring you to the next stage, from our advisory and implementation teams.

### A complete UC service: strategy, network and platform solutions

- **Build your strategy:** our dedicated UC team at eircom Advisory Services assess your operations to identify opportunities to improve productivity and reduce costs. We also provide a comprehensive UC roadmap.
- **Ready your enterprise network:** our network design and implementation experts can deliver a secure, resilient network infrastructure, typically based on IP. So you have a flexible platform for current and future requirements, including VoIP, application prioritisation, advanced workflows and mobility solutions for your staff.
- **Choose your UC platform:** Together with our wholly owned subsidiary, Lan Communications, we advise on and supply UC platforms, gateways and end points, building on our extensive knowledge of the products available from Microsoft, Nortel and Cisco. Lan Communications is a Microsoft and Cisco Gold Partner and a Nortel Gold Partner for voice and data.



# Discover Design Deliver

## Unified Communications at a glance:

- Analysis of your people, processes and workplace conducted by eircom Advisory Services
- Creation of a UC roadmap customised for your needs, including recommended infrastructure upgrades
- Expert design, delivery and support services from our own systems integration team at Lan Communications. We also partner with specialist SI teams for Nortel, Cisco, Microsoft, SAP and Oracle implementations
- Our complete service covers all UC aspects including network, messaging, presence, mobility, and enterprise application integration
- Our advisory and implementation services are vendor-neutral: we choose the platform best suited to your needs

## Did you know?

UC systems leverage “presence” information, which describes whether individuals are available to communicate, and what channels they are reachable on, e.g. instant message, email, fixed line, mobile or desktop application. eircom’s UC solutions incorporate hardware and software which help register each user’s physical location and availability. This UC intelligence improves productivity by helping to accelerate decision-making and facilitate information exchange.

## Will Unified Communications mean a total ICT refresh?

Many organisations have most of the necessary components for a UC implementation already deployed. We will work with what you have and ensure maximum leverage of your existing IT investment, including your current PBX estate and LAN, WAN and mobile networks.

We will undertake a detailed review of your network infrastructure before any UC projects are undertaken to assess your network’s ability to handle additional UC-originated voice and rich media traffic. We will examine the best way to connect your existing PBX estate to the UC infrastructure, either by recommending an upgrade or using a media gateway, and advise you on the best mobile and laptop configurations needed for UC so that you can factor these into your next hardware refresh.

## Who’s using Unified Communications now in Ireland?

One of the country’s largest UC deployments has been successfully completed at 1 Heston South Quarter, eircom’s new corporate headquarters, which opened in August 2008. Incorporating a converged IP voice and data communications backbone and universal on-the-move connectivity for staff with Wi-Fi and Smartphones, the building also features cutting-edge UC functionality. This includes IP enabled voice communications, corporate instant messaging, presence, videoconferencing and collaborative online workspaces.

## What components could a UC implementation entail?

- Unification of all message types into one inbox on any device
- UC-grade enterprise communications network
- Enterprise-wide voice and video calling and conferencing
- Secure corporate instant messaging (IM)
- Full “presence” capabilities for internal and external federated users
- End-to-end encryption of all communications formats
- Secure document sharing, information searching and collaborative online workspaces (Microsoft Office SharePoint Server 2007)
- One-click connectivity for all staff (via mobile, landline, IM, teleconference, video conference)
- Communications-enabled business processes (including the application of UC intelligence to traditional workflows, to accelerate decision making and avoid human delays)

**For more information on how Unified Communications from eircom can benefit your business, contact your eircom account manager**

[www.eircom.ie/enterprise](http://www.eircom.ie/enterprise)

