

Unified Communications Business Process Consulting Service

Turning the Potential of Unified Communications into Business Results



Unified Communications (UC) is a powerful set of tools and capabilities which can be leveraged to unlock significant benefits by improving business processes across your enterprise. These capabilities offer a new way to deliver rich, streamlined, and effective communications in the context of a specific task or business process, and by embedding them into particular business processes, organizations can transform how they communicate and collaborate to materially increase performance and productivity across your enterprise.

As with the introduction of any new capability into an organization, there are a wide variety of key considerations that must be addressed to deliver the desired results while minimizing risk. This is especially true in the case of processes and systems with cross-departmental impact, and processes that interact with your customers, partners, and vendors.

- Identify, quantify, analyze, and prioritize opportunities for positive business impact from UC enablement of business processes.
- Develop a roadmap and refined business case.
- Identify any barriers to successful change (culture, organization, regulatory, etc.).
- Determine required process flow changes, and re-design processes to leverage UC.
- Identify required integration or custom development efforts in existing applications to support the desired business process changes and benefits.
- Define and implement metrics/measures for benefits realization.
- Analyze, define, and implement end-user adoption strategies and training programs.

UC can enhance communications and collaboration in everyday activities throughout the enterprise using email, instant messaging (IM), voice, data, and video. There are also significant incremental benefits that can be attained by examining your core business processes. Are there areas that are communications intensive, prone to latency or errors (e.g., due to handoffs, escalations, notifications, multiple party involvement), integral to the customer experience, or critical to efficient and effective vendor or supplier interactions? Each of these creates an opportunity to improve business results by embedding unified communications capabilities directly into a business process. Aspect® Professional Services has the experience and expertise to deliver the results you need. UC Business Consulting Services from Aspect will help you identify and quantify such opportunities, and redesign and optimize your business processes to leverage unified communications. For more than 30 years, Aspect has been working with key business leaders across the Fortune 500 to transform and improve communications, and our significant subject matter expertise will allow you to turn the potential of unified communications into real business results.

Our experienced business consultants will work with your key business stakeholders to discuss “the art of the possible” for UC, map out your existing business processes, and identify specific opportunities (such as tasks, people, and systems) where embedding unified communications can streamline the business process and improve results. We will work with you to develop specific recommendations and anticipated benefits, and complete the detailed business process redesign work to enable implementation. We recognize that many business processes are tightly coupled with supporting software applications and other tools. As such, we will work with your business and IT teams to identify, scope, and assess the feasibility of any required integration and incorporate the appropriate efforts into the plan. The result will be a future state business process design along with plans for integrating UC into your systems to ensure a smooth deployment of Microsoft® Unified Communications solutions and for benefits realization.

UC Business Process Consulting Service Overview:

Aspect customers typically begin their unified communications journey with the UC Strategy and Business Case Service to establish the business objectives for UC and anticipated costs and benefits, to define the capabilities to be deployed to each user group in the enterprise, and to identify specific business processes to target for embedding UC. These requirements then serve as input to the UC Business Process Consulting Service, which provides you with detailed designs for improving business processes by leveraging embedded unified communications. Aspect conducts the UC Business Process Consulting Service in three integrated phases of work.

Current State Analysis - Aspect works with your business and IT stakeholders to identify, quantify, analyze, and prioritize opportunities for positive business impact from UC enablement. Key activities in the phase include working with your team to:

- Review overall business and communication strategies, metrics, and measures.
- Examine key business processes to identify communication, collaboration and latency challenges and bottlenecks, as well as prioritize opportunities for leveraging and/or embedding UC into business processes to effect improvements.
- Analyze key user groups involved in the process(es) to determine opportunities, historical adoption challenges, and priorities.
- Review technology and application integration requirements, considerations, and constraints.
- Understand business case requirements and budgetary considerations.

If an overall UC Strategy and Business Case effort has been completed in advance, some of the above information may have already been considered and will not need to be duplicated.

Related Services

- Unified Communications RapidStart.
- Unified Communications Strategy and Business Case Services.
- Unified Communications Architecture and Network Planning and Design Services.
- Unified Communications Implementation, Integration, and User Adoption Services.

Future State Design – Using a series of well-structured workshops, Aspect works with your stakeholders to design the future state business processes and application integration points with embedded UC. Key activities in this phase include working with your team to:

- Communicate leading practices and case examples to provide a framework for the “art of the possible”.
- Determine required process flow changes and re-design processes to leverage UC; Engage and review process changes with decision makers and build buy-in and consensus.
- Determine specific locations, roles, and user groups to be deployed.
- Identify and address any key decisions or constraints related to the future state process design.
- Design required integration to existing applications or custom development to support the desired process changes and benefits.
- Create a plan to address any barriers to successful change (culture, organization, regulatory, etc.) and implement metrics for benefits realization.

Refine Business Case and Implementation

Plan – Using the outcomes from the prior two phases, Aspect will revise the overall UC implementation roadmap and business case as needed to reflect the new business process changes and to allow you to move forward with your overall UC implementation. Key activities in this phase include working with your team to:

- Define the sequence and timing of deployments, including any phasing in of progressive functionality.
- Refine/update the enterprise UC implementation plan and roadmap including the timeline, activities, and dependencies.
- Refine the overall enterprise UC business case as needed.
- Refine the end-user adoption strategy and plan to incorporate any unique requirements of impacted user groups.

Aspect is widely recognized for its proven ability to design business processes to realize the benefits from UC. Aspect’s experience, combined with its strategic partnership with Microsoft®, enables Aspect to provide customers with an unparalleled level of expertise. Aspect’s comprehensive set of professional services offerings ranges from business and IT strategy, to implementation and integration of UC into key business processes and applications, to developing user adoption strategies and deploying UC capabilities throughout your enterprise. The UC Business Process Consulting Service provides you with the blueprint needed to pave the way to realization of UC benefits.

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About Aspect

Aspect provides software and consulting services that turn the potential of unified communications into real business results across the enterprise and in the contact center. Applying 35 years of insight and experience, Aspect helps more than two-thirds of the FORTUNE Global 100, as well as small and medium enterprises, power their business processes with communications. For more information, [visit www.aspect.com](http://www.aspect.com).

