

# UC Implementation, Integration, and User Adoption Services

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 for your enterprise. These may come in the form of individual and workgroup productivity, as well as business process improvements that drive significant top-line and bottom-line results. Successfully delivering on a UC strategy requires a carefully coordinated set of technology, business process, and project management expertise. It is critical to understand the dynamics of the technologies, the impacts of business process changes, any barriers to user adoption and to use this knowledge to design, build, and test solutions in a highly efficient and low risk manner.**

Aspect® Professional Services has the expertise and experience to help you deliver your UC strategy successfully. UC Implementation, Integration, and User Adoption Services from Aspect delivers complete Unified Communications capabilities encompassing Microsoft® Exchange Server 2007, Microsoft® Office Communications Server 2007 and Microsoft® Communicator 2007 to deliver presence, instant messaging, audio/video conferencing, web conferencing, voice over IP (VoIP), and unified messaging.

- Design, install, configure, test, and deploy core UC capabilities.
- Design, code, test and implement custom/API-based development to embed or integrate UC capabilities with existing in-house applications.
- Define and implement metrics/measures for benefits realization.
- Analyze, define, and implement end-user adoption strategies and training programs.

Through Aspect's own internal deployment of UC to nearly 2,000 employees in 20 countries, as well as 30+ years of leadership deploying mission critical voice communications for customers, Aspect has developed a proven approach to delivering complex business process and technology changes turning the potential of unified communications into real business results.

The goals of a UC implementation or integration effort cannot be simply "on time and on budget." Underlying the core services from Aspect are key fundamental philosophies:

- Implementation plans and related activities must be aligned with, and support the realization of, the strategic/business vision and the overall business case metrics. This perspective enables more effective decision making, faster issue resolution, and an end product that meets business and technical expectations.
- A successful implementation consists of much more than just putting in new capabilities. To realize benefits, the plan must place emphasis on ensuring that end-users embrace and use the new capabilities as intended. To accomplish this, Aspect includes, as part of its comprehensive implementation plan, an array of user adoption activities designed to foster enthusiasm for the new capabilities and build skills tailored to the characteristics and needs of each user group.
- Implementation efforts must be paced to align with your organization's overall appetite and ability to absorb change. It is easy to lay out an aggressive plan on paper. However, to be successful, consideration must be given to the capabilities, readiness, and past experiences of your organization to develop a realistic, achievable plan. This includes sequencing the deployment of UC capabilities and business process changes into phases of progressive capability to deliver tangible business results and key learnings along the way.

- The process of benefits realization begins early in the design phase, not after a solution is deployed. To that end, Aspect incorporates benefits realization activities throughout all phases of the implementation plan to set and communicate expectations early, design, build, and test for results, with the goal of making results measurement and reporting part of everyday life in your organization.

#### **UC Implementation, Integration and User Adoption Service Overview:**

Our customers typically begin their unified communications strategy with UC Strategy and Business Case Service, UC Business Consulting Service and UC Architecture and Network Planning and Design Service, each described in separate Services Briefs. These services establish the business objectives for UC, define the capabilities to be deployed to each user group, identify specific business processes to target for embedded UC, and design the overall future state architecture and network design. These related services deliver the pillars for a comprehensive and realistic plan to drive the Implementation, Integration, and User Adoption Service from Aspect to complete a successful deployment of unified communications across your enterprise. Building on the related services mentioned above, key areas addressed by the Implementation, Integration, and User Adoption Service may include:

- Installation, configuration, development and testing of UC functionality
  - Development of detailed implementation plans.
  - Configuration of server and desktop hardware and UC software, including Microsoft® Exchange Server, Microsoft® Office Communication Server, Microsoft® Office Communicator and Microsoft® Active Directory™.
  - Implementation of required network changes.
  - Private Branch Exchange (PBX) integration.

#### **Related Services**

- Unified Communications RapidStart.
- Unified Communications Strategy and Business Case Services.
- Unified Communications Architecture and Network Planning and Design Services.
- Unified Communications Business Processes Consulting Services.

- Design, installation, and configuration of security, monitoring, logging and recording capabilities.
- Detailed design and development of any integrations or custom developed code required to support communications-enabled business processes.
- Completion of functional, integration, and performance testing.
- Development and execution of end-user adoption and production support plan
  - Conduct change readiness and user group characteristic analysis.
  - Development of tailored user adoption strategy and plan, including end-user communications, training and documentation to support new capabilities and process.
  - Knowledge transfer and training of IT production support team to assist end-users.
  - Planning and conducting end-user training and user acceptance testing.
- Development and execution of a benefits realization plan
  - Defining key metrics and measures.
  - Identifying and designing reporting and monitoring requirements.
  - Developing a communications plan to promote awareness of results.

Aspect is widely recognized for its proven ability to unify disparate communications applications and to successfully deploy complex mission critical voice technologies. This experience, combined with its strategic global alliance with Microsoft®, enables Aspect to provide its customers with an unparalleled level of expertise in unified communications. The comprehensive set of professional services offerings from Aspect range 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. Aspect services offer customers the opportunity to minimize project risk and to start experiencing the power of unified communications. The UC Implementation, Integration, and User Adoption Services from Aspect provide you with the experience and expertise you need to successfully complete your unified communications journey.

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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).

