

UC RapidStart: Beginning the UC Journey Now

Turning the Potential of Unified Communications
into Business Results



What is UC RapidStart from Aspect?

Creating a unified communications (UC) strategy and turning it into an actionable plan can be very challenging. There is often confusion about what functionality and capabilities to deploy, where to deploy them, and how to identify and address the many IT and business decisions that will be required and determine which will most impact your organization. To address these and many other key questions, a comprehensive strategy, architecture, and planning process is critical to the success of any unified communications journey. However, sometimes the greatest challenge is just getting started, and there is no better way to begin than by putting the power of unified communications in the hands of your people and letting them experience the benefits first hand, right now.

UC RapidStart from Aspect helps organizations jumpstart their UC journey by combining a pilot deployment of Microsoft® Office Communications Server 2007 (OCS) and Microsoft® Office Communicator 2007 to an initial group of users. Introductory workshops on business and IT strategy will help expand your understanding of the possibilities, and position you to move forward into subsequent detailed planning, architecture, and design activities.

- Get going with UC NOW.
- Build critical user experience with new tools.
- Begin organizing for, and provide input to business and architecture strategy and planning efforts.
- Understand the “art of the possible” with unified communications.

The UC capabilities provided by Office Communications Server and Office Communicator 2007 streamline communications between people and organizations. The pilot combines presence (the cornerstone of unified communications), with instant messaging, internal conferencing, and voice over IP (VoIP) in an integrated, intuitive system. Aspect will work with your IT team to help you target and select a user group, and configure and integrate the environment leveraging your existing technology investments. Aspect will manage the end-to-end deployment of Office Communications Server 2007 and Office Communicator 2007 for an initial group of users with Office Communications Server 2007 managing incoming and outgoing calls as the primary method of voice communication.

From an IT perspective, UC RapidStart from Aspect enables you to see the technology in action, assess how it fits in your environment, take the first step toward significantly lowering total cost of ownership (TCO) and reaping other benefits that can result from a proper UC deployment. From a business perspective, the initial deployment enables users to rapidly experience improved individual productivity, accelerated business results through enhanced communication and collaboration, and help position you for successful deployment and user adoption throughout your enterprise. And, importantly, UC RapidStart from Aspect has your pilot system up and running in just a few weeks with only a modest investment.

But UC RapidStart is not just about the initial deployment. Aspect recognizes there are still many questions to be addressed as you begin your UC journey. As such, included in UC RapidStart are introductory business and IT strategy workshops to help you begin exploring product features and capabilities, deployment alternatives, key considerations and success criteria, benefits that may apply to your business, and help position you to rapidly move forward to the next phase of your UC journey.

Service Overview

UC RapidStart from Aspect is a packaged service offering designed to support a pilot of Office Communications Server 2007 and Office Communicator to an initial group of users as a means of helping you get started with turning the potential of unified communications into real business results. To deliver the maximum benefit, Aspect creates a working relationship with you and your organization. As such, the Aspect approach stresses collaboration with your IT and user teams throughout the project to ensure its success. This service includes:

- **Initial Deployment** - Aspect will work with your IT organization to install and configure Microsoft® Office Communication Server 2007, and integrate its voice capabilities into your production PBX system using one of the approved gateway devices. Aspect will ensure that all capabilities included in the deployment are properly functioning, and work with you to deploy the capabilities to the designated users.
- **Business Strategy & Deployment Workshop** - A two to three hour workshop with key business and IT stakeholders in your enterprise. Experienced Aspect UC professionals will work with you to facilitate discussion on topics such as your current state and objectives for unified communications, deployment approaches, product capabilities and roadmap for Microsoft® Office Communication Server 2007, examples of how to enhance business processes through unified communications, and identify benefit opportunities that can result from a unified communications deployment throughout your enterprise. This workshop is not intended as a deep dive or design session, but rather to provide a useful foundation for understanding capabilities and opportunities to help frame subsequent planning and architecture efforts.

Related Services

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

– **Architecture and Network Strategy**

Workshop - A two to three hour workshop focused primarily on the IT considerations for a UC deployment, Aspect will facilitate a discussion with your key IT stakeholders responsible for UC technology design and implementation. Topics can include product architecture overview and capability roadmap, key infrastructure and network considerations, other IT requirements and considerations relating to Microsoft® Active Directory™, Microsoft® Exchange Server 2007, PBX integration, and potential TCO and other benefits that can result from a UC deployment. This workshop is not intended as a deep dive or design session, but rather a foundation to help frame subsequent planning, architecture, and design activities.

– **Knowledge Transfer and Training -**

Throughout the engagement, Aspect will work with your IT and user teams to transfer knowledge and prepare them for subsequent steps in the UC journey. Aspect will also conduct a “train the trainer” session on Office Communications Server 2007 to build skills by providing user support throughout the proof of concept.

– **Post Production Review and Action Plan**

Throughout the deployment, Aspect, along with your internal IT team, will conduct brief interviews with pilot users to gather feedback on features used, benefits, and opportunities they see for enhancing the results and performance of business processes through the use of unified communications. Aspect will consolidate the feedback and recommendations and work with you to define and launch the next steps in your UC journey. Key next steps that Aspect can help you with include more detailed strategy, planning and business case analysis, IT architecture and network design, transition of the pilot into production, and expansion of the user group and functionality delivered (e.g., unified messaging).

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 alliance with Microsoft®, enables Aspect to provide its customers with an unparalleled level of expertise. Aspect’s comprehensive set of professional services offerings 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 an enterprise. UC RapidStart from Aspect offers customers a very low risk, low cost opportunity to begin experiencing the power of unified communications today.

Corporate Headquarters

300 Apollo Drive
Chelmsford, MA 01824

978 250 7900 office
978 244 7410 fax

Europe & Africa Headquarters

2 The Square, Stockley Park
Uxbridge
Middlesex UB11 1AD

+(44) 20 8589 1000 office
+(44) 20 8589 1001 fax

**Asia Pacific & Middle East
Headquarters**

138 Robinson Road
#13-00 The Corporate Office
Singapore 068906

+(65) 6590 0388 office
+(65) 6324 1003 fax

aspect.com

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.

