

# Unified Communications & Collaboration

CSPi Technology Solutions best-of-breed solutions enable communication and collaboration among co-workers, customers and business partners—anywhere and anytime—from virtually any kind of device.

Unified Communications & Collaboration (UCC) is an evolving communications technology architecture that allows organizations to unify all forms of human and device communications to create a “common experience.” UCC optimizes business processes and enhances how people work together by enabling collaboration, increasing productivity and eliminating device and media dependencies.

One of the key goals of UCC is to reduce communication response time to foster the kind of rapid decision making so often required in today’s hyper-competitive business environment. UC technology aims to minimize or even eliminate delayed interactions through the integration of telecommunication voice systems and services, data communication networks, IT systems, mobile telecommunications services, video conferencing technology and telepresence services.

## Our engineering excellence is your strategic advantage.

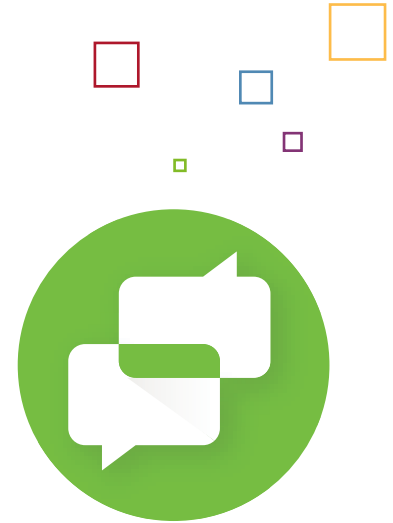
CSPi Technology Solutions works with you to evaluate your employees’ communication needs, who they communicate with and the tools they use. We also determine areas that may benefit from an enhanced communications experience—and identify your existing and estimated future network bandwidth and communications management needs. Then we aggregate multiple tools such as instant messaging, conferencing, email and voice to deliver seamless interaction throughout your enterprise.

We make it a point to understand your specific industry and the particular demands it places on your IT communications infrastructure. We’re also vendor agnostic and committed to providing the best solutions, regardless of vendor, to meet your specific requirements and long-term business objectives—and deliver the greatest return on your investment.

### Voice

Voice over Internet Protocol (VoIP) is the transmission of voice communications via standards-based Internet Protocol (IP)—e.g., existing data networks—rather than through standard phone lines. This category of hardware and software enables businesses to use the Internet as the transmission medium for telephone calls. This is done by sending voice data in packets using IP rather than traditional phone lines. One advantage of VoIP is that Internet phone calls don’t incur a surcharge beyond what an organization is already paying for Internet access.

A long-overdue replacement for decades-old PBX technology, small and large businesses alike are implementing IP telephony to control costs and increase efficiency and functionality.



## KEY SOLUTIONS

- Simplify and unify collaboration across all services to create real business value.
- Determine if a premise-based or hosted offering best suits the client’s needs.
- Ensure successful deployments by offering additional monitoring or management of VoIP deployments.
- Cisco TelePresence to enable video conferencing easily for both internal and external use.

Deployment, maintenance and operating costs of a VoIP solution are considerably lower than for PBX-based systems. Your company can reap major cost savings by integrating voice traffic over the network, especially the costs of deploying or relocating employee phone systems. Using VoIP also results in the integration of your existing communications systems such as instant messaging, email and other applications effectively, offering a total and seamless communications experience.

Not only are VoIP and other telephony solutions more cost effective than traditional systems, they allow you to connect employees more quickly and efficiently, regardless of their location. And it's faster to deploy additional phone lines.

CSPi Technology Solutions can explain the service level improvements and cost savings we can achieve for you, while also identifying existing messaging applications (e.g., email and instant messaging) that can be integrated into your telephony systems.

**Conferencing and Collaboration**

Every organization today is looking for ways to reduce costs, streamline processes, and eliminate redundancies. By integrating conferencing and collaboration tools such as audio, video, instant messaging and Web applications into a Unified Communications environment, your enterprise can empower people to engage and innovate —anywhere, on any device.

**Call Center**

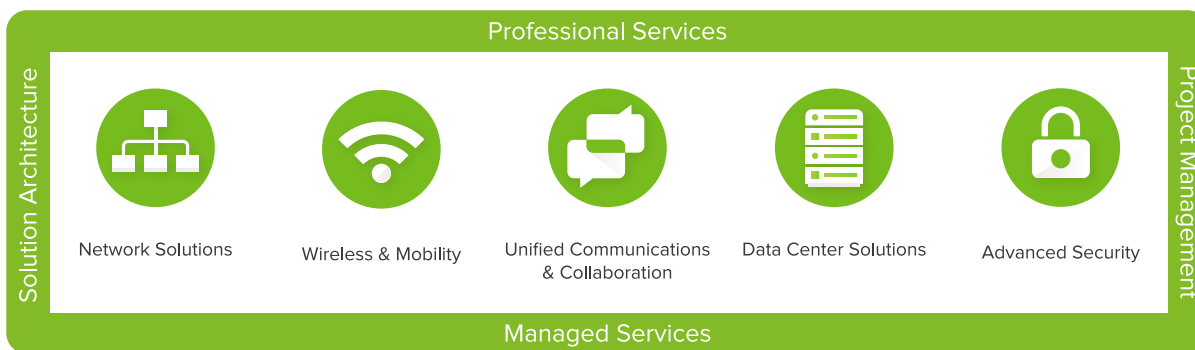
A call center is a centralized office or facility that's equipped to handle a large volume of customer phone calls. It handles all phone communications with customers—and their experience during a call-center communication can determine their long-term brand loyalty.

Call centers typically employ a call-center suite that includes tools for telephone switch functionality, intelligent routing, automatic call distribution, interactive voice response, outbound dialing, voice mail and other necessary customer service components.

To provide the best possible communication experience for your customers, call center management combines telephony applications and messaging technologies (e.g., voice, chat, email, instant messaging, CRM tools and Web collaboration) with customer database capabilities into a unified system.

When you work with CSPi Technology Solutions to evaluate your call center needs, we incorporate IP telephony services, identify which employees interact with customers and what tools they need, determine if remote and/or home-based employees should be incorporated into the call center system, and examine call-routing protocols and key performance indicators. We also examine the various ways customers interact with your business (voice, Web, chat, email, etc.) and incorporate them into your call center plan.

The result? You get a solution that delivers reliable and rewarding experiences for customers and call center staff members alike.



*CSPi Technology Solutions focuses on five core areas of technology. Along with Professional Services and Managed Services, we also work with our clients on solution architecture and project management.*

It all starts with a conversation. To learn more about CSPi's technology solutions and how they can transform your IT challenges into a business advantage, contact us today at **(800) 940-1111** or [us-ts-sales@cspi.com](mailto:us-ts-sales@cspi.com).

