



UC PILOTS HELP GET TRANSFORMATION STARTED

One of the most common ways to start your Unified Communication solution strategy is to build an approach that starts with a Pilot Program. This approach has many beneficial aspects.

First, the many benefits and usage patterns for UC solutions tend to be discovered during actual use, adding to what is planned prior to deployment. Going with a pilot also insures that key components such as networking, email integration, directory support and mobile phone integration are thought out and setup in a way that meet your organizational needs. The pilot can also be implemented more quickly and with a higher success rate by working with smaller groups of key stakeholders in your organization and getting solid feedback on what adds value to their core job functions and what might be hindering this process.

Successful implementation of UC requires a thorough knowledge of its capabilities, such as solving business communication problems, as well as an understanding of the financial and technological considerations. These requirements are common across any vendor's proposed solution.

Making an organizations' UC solution vision a reality starts with four core areas that are:

1. Solving key communication issues in an organization to drive better business – typically revenue and margin advantages.
2. Understanding the evolution of messaging and the value of user preferred access and management of messages to drive customer and employee satisfaction with ease of use and response.
3. How to implement UC solutions – an organization must demonstrate the ability to scope a unified communications proof-of-concept pilot project with measurable results; understand best practices for UC system integration configurations and implementations regarding heterogeneous voice communication infrastructure; and understand which applications, features and functions are supported on end-point devices, PDA's and cell phones.

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The Pilot allows an organization to begin their communication transformation in a controlled environment and the results build credibility in why it needs to be fully rolled out. Initial feedback from the pilot drives even further best practices that will meet your specific organizations needs and ensures a successful deployment.



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