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THE KEY TO UC ADOPTION

The key to adoption of Unified Communications is simplifying the business process, without users having to learn something new.

This is particularly true for a small business. Typically, there are no standards in the suite of applications and systems in place at a small business. In a small business price has been the driving factor in what they have purchased and deployed. It is therefore important to deploy a set of solutions that can inter-operate with whatever is in place. Furthermore, SMBs have a greater need to be virtual. There are fewer people to delegate their work to when out of the office. Mobile integration to the office infrastructure and applications is a must, in order to allow people who are out of the office working to operate as if they were in the office and connected to all the information they need to make decisions and implement process. A good UC system can address all of the above issues.

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