



UC ITS ABOUT IMPROVING BUSINESS PROCESS

Business Process Improvement, Work Flow & Process Exception Alerts

Process improvements can position a company for growth and produce quantifiable financial benefits. Unified Communication technology leverages existing workflows found in core business applications, such as CRM, SFA and ERP solutions to optimize processes for small, medium size businesses and to reduce the amount of paper processed.

Making process changes are important, but so are exposing key performance indicators that allow companies to manage compliance with business processes and monitor the benefits of those process improvements. The implementation of Unified Communications can automate key processes, but also add value to existing workflow with monitoring and tracking tools. Remote and mobile workers have access anytime, anywhere to information, driving workflow and increasing productivity.

Companies can benefit from the productivity gains and information integration benefits of key applications. The applications offered through UC technology such as presence and mobility enable businesses to provide an integrated suite of applications that offer seamless access between e-mail, enterprise resource planning, customer relationship management, business intelligence and business collaboration tools.

Each business is different and you must identify which process would benefit the most from UC implementation and focus on that element only. Getting preoccupied with marginal improvements will distract you from the big picture of streamlining and improving your core process that drives revenue and customer interaction.



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