



## WEEKLY MESSAGELINK

**November 12, 2009**

### QUESTIONS TO ASK ABOUT UC DEPLOYMENTS

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Migrating to Unified Communications: When integrating legacy enterprise phone systems, answer these questions before deploying:

1. How is UC developing in the Enterprise? What silo is demanding UC and who are the key stakeholders in the technology?
2. Will it be around voice systems?
3. Is Microsoft OCS the best platform for UC?
4. How will mobile phones be integrated into UC systems?
5. Which aspects of UC can bring immediate benefits to the business?
6. Which UC tools deliver immediate cost savings?
7. How many enterprise networks are ready for UC deployment?

### Key Truths About Enterprise Unified Communications

- Users are still very confused about UC
- Companies are looking for hard cost savings from UC, rather than efficiency gains
- Service providers are keen to develop hosted UC services
- UC is an aspiration that few companies have realized
- UC offers many benefits, but they are hard to verify
- The first step on the road to UC is often the provision of secure IM functionality
- UC systems must embrace mobility in order to be effective

- The main UC platform does not have to be the PBX
- UC delivered as a hosted solution is appealing to SMEs
- Complexity, shortage of IT staff and the need for user education are obstacles to UC deployment

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