



# RICHER COMMUNICATION AND COLLABORATION

Unified Communications Consulting can help you find the right technology mix for your business, now and in the future.



## SUMMARY

As communications evolve, finding the right technology mix and ensuring it is accurately aligned with your business, now and in the future can be a challenge. That's where Unified Communications Consulting can help.

As part of our Professional Services, our consulting services will analyse the potential of Unified Communications to meet your business requirements. We'll recommend the most appropriate technologies and prioritise them according to your needs. The service is able to deliver productivity improvements today and takes into account future developments. We'll also help you leverage your existing communications environment, and simplify it to reduce costs.

Our key difference is a depth and breadth of proficiency. We access a vast range of communications expertise in our own company, as well as specialist knowledge in other portfolios to incorporate key requirements such as security and compliance. Partnerships with leading technology providers enable us to be fully conversant with the latest technologies, and we draw on practical experience deploying and managing solutions for organisations across multiple industries.

Put together, it means we provide a holistic approach so that Unified Communications can deliver real and sustainable value, while aligning with your overall technology and business strategy.

## BENEFITS

Unified Communications Consulting Services can help you:

- improve productivity, customer relationships and competitive position
- gain secure, future-ready ICT solutions to connect an increasingly distributed and mobile workforce
- lower the risk and time of integrating existing systems with new technologies
- simplify your communications infrastructure and reduce costs
- maximise your return on investment by taking advantage of our in-house specialists and leading partners to deliver sustained innovation.

## FEATURES

Unified Communications Consulting provides a vendor – and network-agnostic approach to ensure you have the best solution for your needs. Our best practice can help you implement the most appropriate strategies and technologies, whether you want to deploy a solution yourself, or whether you want us to deploy it – in part or in full. We consult on projects large or small, and even deliver ongoing health checks to help your communications continue to deliver value.

Our consultants have decades of experience with a broad range of business and technology backgrounds, and offer expertise specific to Unified Communications including:

- business systems such as legacy IP and TDM PABXs including systems from Cisco, Avaya, Alcatel-Lucent and our own Telstra Business Systems
- collaboration suites including Microsoft Office Communication Server and Microsoft Lync™ Server 2010, 2013 and Microsoft SharePoint 2010
- conferencing such as hosted and managed, phone and web conferencing
- enterprise messaging including Microsoft Exchange 2007, 2010, 2013, and Microsoft Office 365 Migration Services (cloud)
- enterprise telephony – such as Telstra IP Telephony (TIPT)
- Telstra Managed Voice Services and Cisco Unified Communications
- Unified Communications integration with a wide range of systems and technologies.

Our services include:

### Optimisation Consulting

This service evaluates the ability of your environment to support the deployment of Unified Communications solutions to meet current and future needs.

We evaluate the health of existing solutions or your readiness for new solutions, and provide reports that include deployment risks, network readiness, migration plan and cost estimates.

### Technology Strategy Consulting

Technology strategy and planning develops comprehensive ICT strategies integrated with your overall business plan to drive your business forward in the most efficient and cost-effective way. We can review your existing ICT approach, develop a custom strategy for an entire organisation or business unit, or develop a response to address a specific issue.

### Architecture Consulting

Our team of solution architects and designers can help you integrate new technologies and simplify the architecture of large, complex multi-site environments. We can review or validate an existing or proposed architecture, develop a new strategy for your organisation or business unit, or analyse and compare various architectural solutions for a new business need.

### Integration Consulting

Integration Consulting will determine the value of integrating legacy assets with new technologies, prioritise key components to integrate, highlight issues and demonstrate the best approach to minimise risk. We help you gain maximum performance from a new integration, or we can assess a recent integration to see if additional benefits could be achieved.

### Technology Detailed Design

This provides low-level conceptual design documentation outlining technical solutions, alternatives and an estimate for each of the options proposed. Once you have selected your preferred options, we will provide detailed design documentation outlining solution implementation. Engagements can be as short as a few days or part of multi-month projects.

### Project Deployment

Our Program and Project Management team offer end-to-end project delivery in line with industry-standard methodologies to support the successful implementation and integration of solutions in your environment. We may combine different delivery approaches across multiple projects to achieve your desired business objectives, and work to deliver projects on time, on budget and within scope.

## WHY TELSTRA FOR UNIFIED COMMUNICATIONS CONSULTING?

We have a proven record of delivering consultancy solutions to businesses of all sizes. In addition to expertise with our own communication solutions, we work with the world's top Unified Communications vendors such as Cisco, Polycom and Microsoft, as well as other Telstra partners.

Our consultants possess a wide array of internationally recognised methodologies, industry certifications and tertiary qualifications. These include an impressive list of Professional and Expert certifications from Cisco and Microsoft. We deliver consultancy services through our Service Management Framework, which is aligned to all important industry standards, including Information Technology Infrastructure Library (ITIL), ISO 2000, and Prince2 and PMBoK project management.

We can also integrate your Unified Communications with our market leading Telstra Next IP® network and Next G® network. This offers rich, seamless, communication and collaboration across various devices with fast, reliable access and a consistent, high-quality experience.

## COMPLEMENTARY SERVICES

We offer additional services that complement the solution and add extra capability and value. These include:

- Cloud Consulting
- Contact Centre Consulting
- Microsoft Consulting
- Network Consulting including NBN Consulting
- Security Consulting.

Furthermore, solutions using our networks are complemented by tailored Service Level Agreements to suit even the most complex enterprise or government requirements. And to provide the best possible user experience, we optimise performance using inbuilt Quality of Service.

## ABOUT TELSTRA

We provide network services and solutions to more than 200 of the world's top 500 companies. They rely on us to do business across 240 countries and territories and to enable greater productivity, efficiency and growth.

Our solutions offer the best of all worlds – skilled people and a rich portfolio of services delivered on our world-class Telstra Next IP® network and Next G® network. To ensure reliable performance, they're monitored and maintained from our dedicated centres using advanced management and operational systems. And they're backed by Telstra Enterprise-grade Customer Service® and one of Australia's largest and most qualified field and technical workforce.

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