

The Avanade Unified Communications offering provides a business case assessment and flexible pilot options that demonstrate measurable improvements attuned to your specific organizational requirements.

Deliver advanced digital communications and truly integrated real-time enterprise collaboration.

Avanade Unified Communications™

Most global organizations struggle to accelerate growth and meet shifting business priorities partly due to fragmented communications environments. Without standard integrated technologies, companies must deal with multiple content sources that require high support and operations costs.

Increase Performance and Profitability

Unified communications combines multiple technology components to provide an efficient communications platform that effectively serves a highly mobile workforce. Avanade can help you improve productivity, service delivery, and customer management by removing standalone communications systems that cannot meet changing business needs.

Transform Your Communications

Realize the value of an integrated communications environment. Avanade Unified Communications provides practical steps to help you understand how to build upon existing investments to improve communication and collaboration for competitive advantage.

Business case assessment: We discuss your strategic objectives and review the infrastructure environment. In 10 business days, we provide analyst-backed data points and a report outlining the return on investment specific to your organization, including:

- ▶ Potential reduced capital and operational expenses compared to those of your current communications and telephony systems
- ▶ Value of leveraging investments and phasing an implementation

Flexible pilot options: We help you determine the right pilot for real-time communication capabilities that combine VoIP, e-mail, and unified messaging to deliver robust e-mail, voice-mail, calendaring, instant messaging, and conferencing functionality. A pilot shows:

- ▶ Impact of unified communications on users' daily tasks
- ▶ The importance of user training to large-scale implementations

Real-world Benefits

Avanade has collaborated with more than 100 global customers to unify their communication systems. We enabled TeliaSonera, an international telecommunications company, to develop valuable product solutions for its customers after internal teams tested new communications technology. Our customer expects to:

- Lower carbon dioxide discharge by 4,500 tons per year
- Decrease messaging TCO 25%
- Reduce meeting travel costs 20%
- Reduce meeting services costs 30%

"We have been very pleased with the way Avanade has been working on the project. The approach to the given project has been systematic and very clear. Avanade's knowledge in the area has been crucial to the success of the project and in all communication has been quick and professional."

Markku Jaatinen
Senior Software Architect
TeliaSonera Finland Oyj

Reduce Costs and Complexity

Achieve bottom-line savings in the communications environment by effectively controlling applications, vendor service, and costs. The Avanade Unified Communications offering can help:

- ▶ Simplify IT management of multi-vendor solutions, lower software licensing fees, and centralize voice communications.
- ▶ Cut telephony and external conferencing costs as employees shift behaviors and improve collaboration.
- ▶ Gain the flexibility to support a distributed global workforce.
- ▶ Enable employees to be as productive at home as in the office by eliminating or minimizing daily commutes.

Realize New Opportunities

The competitive demand to deliver an enhanced customer experience is driving unified communications technologies into customer-facing systems and processes to drive growth through contextual interactions. Avanade can help you:

- ▶ Interact effectively with customers and business partners in an expanded communications network.
- ▶ Provide a tailored experience by empowering your customers to select their preferred channel to communicate with your staff.
- ▶ Improve decision-making by integrating the right information into the applications and devices your employees already use.

About Avanade

Avanade is a global IT consultancy dedicated to using the Microsoft platform to help enterprises achieve profitable growth. Through proven solutions that extend Microsoft technologies, Avanade helps enterprises increase revenue, reduce costs and reinvest in innovation to gain competitive advantage. Avanade has more than 8,000 professionals serving customers in 22 countries worldwide.

To learn more about how Avanade can assist you, visit our website at www.avanade.com or call one of our major offices:

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