

# Unified Communications and Collaboration

## Reinvent productivity by empowering employees to work smarter

### Executive Summary

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Old ways of working won't work any more, not for today's digital businesses. They need unified communications and collaboration (UCC) solutions that give their employees anywhere, anytime access to information and foster a collaborative ecosystem among employees, customers, and business partners. Avanade meets customers' needs with a comprehensive set of transformational and managed UCC solutions based on Microsoft's UCC portfolio and delivered on the cloud your way, for maximum agility and business value.

#### What are Avanade's UCC solutions?

Avanade provides a comprehensive portfolio of Unified Communications and Collaboration (UCC) transformational and managed services designed to help you create the UCC vision that's right for you, and then turn that vision into a successful reality. Avanade's offerings include UCC Transformation, UCC Managed Services, Services for Microsoft Office 365 and Unified Communications (UC) for Skype for Business including UC Apps. We deliver UCC on Office 365, on-premises private clouds and hosted virtual private clouds. In fact, many clients choose to take advantage of a hybrid deployment and trust Avanade to manage their UCC ecosystem.

**"Avanade has the know-how, the Microsoft expertise, and the innovative spirit we needed to successfully undertake a project of this magnitude and to deliver a solution with higher benefits and more security than we previously had."**

- Markus Petrak, Corporate Director  
Integrated Business, Henkel, AG



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### Use UCC to turn digital change into competitive advantage

You know that digital technologies, such as cloud, mobile, social and big data, are transforming business at an ever-increasing rate. But do you know how to manage that change and turn it into competitive advantage? Unified communications and collaboration solutions are crucial, enabling your employees to make decisions and collaborate in new ways; to work anywhere without giving up security, productivity, or access; and to work in real-time across all of your applications.

### Why aren't you using the latest UCC solutions?

If you're like 77% of enterprises in an Avanade survey, you're not using the latest UCC solutions. Even more surprising, 71% of enterprises have access to these technologies, but still haven't deployed them into production. Why not? In many enterprises, IT staffs are stretched thin and lack the personnel to devote to major UCC projects. Given the complex nature of new technologies, they often also lack the specialized skills needed. And they need more cost-effective ways to design, deploy, and manage new UCC environments than they have with in-house options.

#### Benefits of Avanade's UCC solutions

- Realize results with cloud your way models that provide choice and flexibility to adapt to change as your business needs evolve
- Accelerate your deployment of a modern communications environment and reduce risk with our prescriptive Unified Communications solution for Skype for Business
- Reduce the time and risk to implement an enhanced messaging environment
- Increase user adoption through our proven end-user training and change enablement solutions
- Free your IT staff to focus on new strategic initiatives by using our team of experts to manage your UCC ecosystem or access; and to work in real-time across all of your applications.



### • Unified Communications and Collaboration Transformation Services

We understand that each business is unique and not all workloads are best suited for just one delivery platform. This is why we offer UCC available on Office 365, on-premises private clouds and hosted virtual private clouds. Our approach to UCC transformation includes strategic planning, industrialized tools and processes for faster migrations with less risk, as well as training and change management to help speed end user adoption and productivity. Our services span the spectrum of Microsoft UCC and related services including Exchange, Skype for Business, SharePoint, OneDrive, Yammer and Enterprise Mobility Suite (EMS). Wherever you are in your UCC journey, we have the offerings to help you realize your UCC vision fully, swiftly and successfully.

### • Services for Office 365

Avanade Services for Office 365 help enterprises take advantage of the latest communications, collaboration, and business productivity services on the Microsoft Cloud. Avanade's proven expertise with Microsoft technologies is delivered through services, migration methodology and tools that focus on the keys to a successful cloud productivity environment. Additional services include the development of new applications and interfaces, such as portals, for Office 365, including integration with applications that remain deployed on-premises as well as managed services for the Office 365 ecosystem.

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### • Unified Communications for Skype for Business

Avanade Unified Communications for Skype for Business help meet business needs for enterprises that are exploring unified communications, upgrading their current platforms, or looking to build new unified communications applications. Our lifecycle approach delivers business value at every stage of the UC process. This includes our comprehensive UC business case strategy and voice value assessment; UC planning workshops, architecture and design services and implementation services; change enablement best practices; UC applications tailored for your enterprise; and managed services to reduce the complexity of managing your Skype for Business environment.

### • Unified Communications and Collaboration Managed Services

Avanade UCC Managed Services free your IT staff from the burdens of deploying, integrating and managing the broad range of UCC technologies. The Avanade Management Platform powers performance monitoring, remote management and service management to provide a complete solution. Our experts located in our Managed Services Delivery Centers proactively manage your UCC ecosystem around the clock against a service level agreement designed to help improve availability and performance. As a result, enterprises gain powerful IT assistance and see improved performance, increased agility, protection against downtime and typical savings of 15 to 20% over traditional outsourcing.

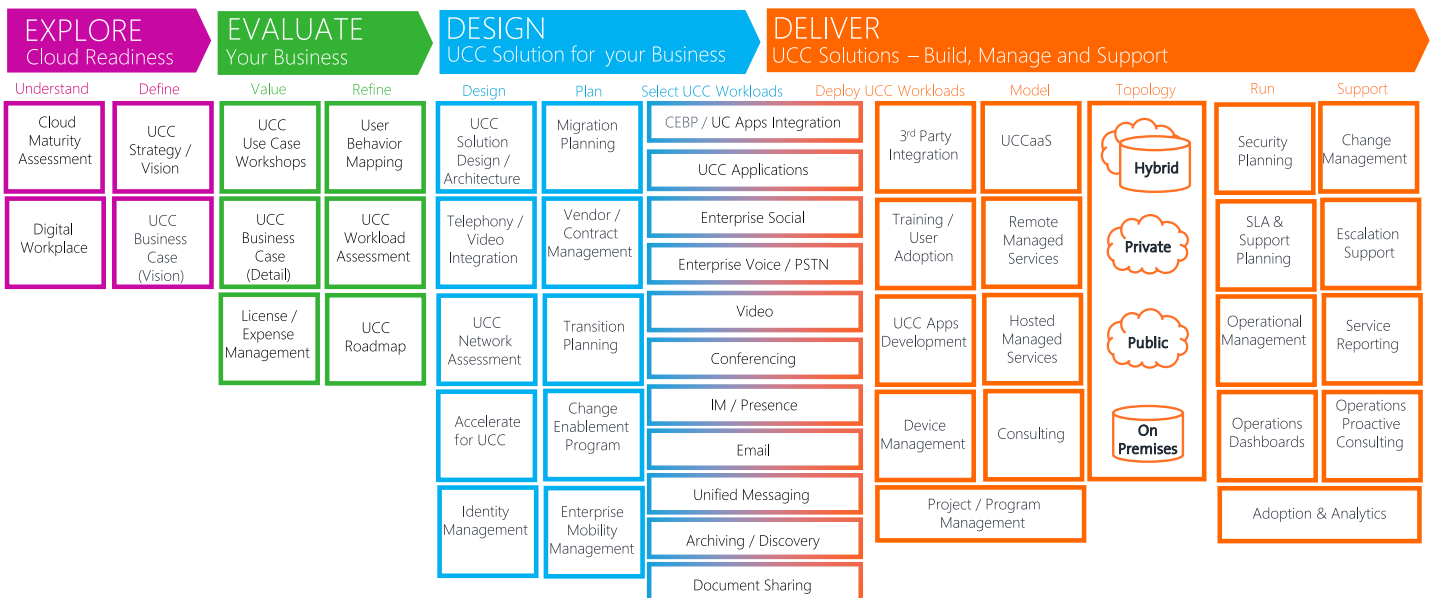


Figure 1: Avanade’s lifecycle approach to UCC delivers business value at every stage

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### What Avanade UCC solutions can do for you

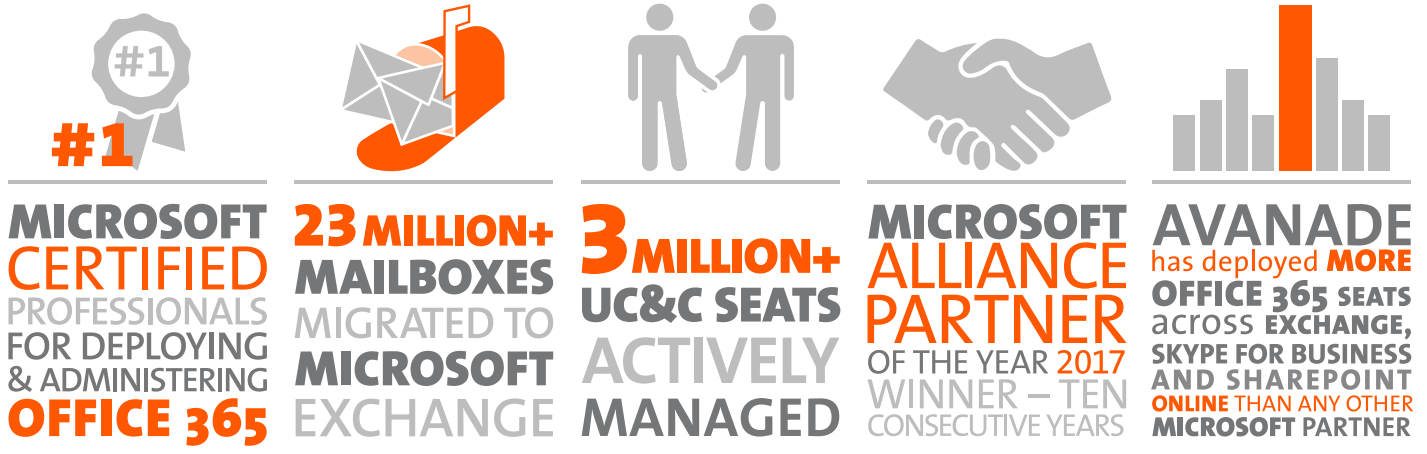
Avanade can help you realize the full benefits of UCC, including higher revenues, greater productivity, better customer service, and lower costs. We do this through the most comprehensive set of UCC services available—including working with you to envision digital change, evaluating your business, designing the optimal UCC solution for you, and then building, managing, and supporting your solution. And because one size does not fit all, we tailor our offerings to provide the solutions you need on the delivery platform or platforms you require.

Avanade brings its UCC solutions to you in ways that no one else can, backed by our state-of-the-art assets, extensive expertise and innovation in Microsoft technologies, a disciplined and proven approach, global delivery network and always-on 24x7 Managed Services Delivery team.

### For more information

To learn more about Avanade's Unified Communications and Collaborations solutions, visit <http://www.avanade.com/en/services-and-solutions/services/infrastructureservices/unified-communications-and-collaboration>

## The Avanade Unified Communications and Collaboration advantage



#### About Avanade

Avanade is the leading provider of innovative digital and cloud-enabling services, business solutions and design-led experiences, delivered through the power of people and the Microsoft ecosystem. Majority owned by Accenture, Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation and has 29,000 professionals in 23 countries.

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