

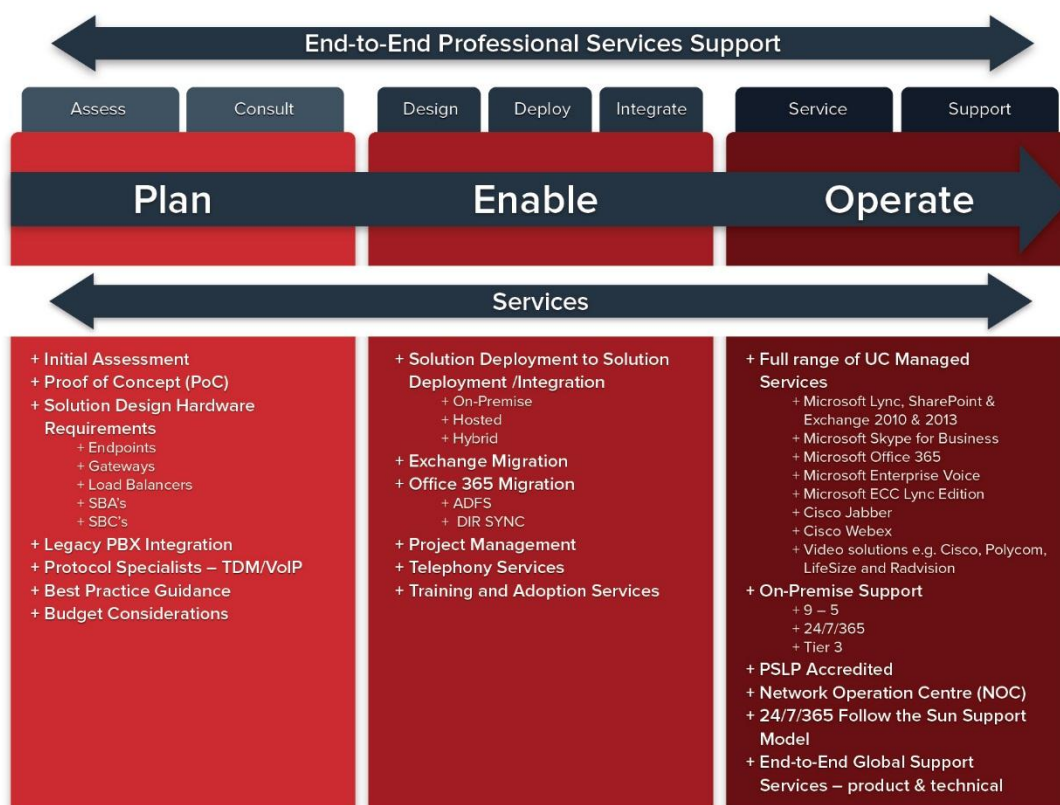
DELIVERING A RANGE OF CUSTOMISED INTEGRATED SERVICES

Providing a choice of Unified Communications solutions from a provider you can trust

InterCall's Professional Services provide you with a clear understanding of what it will take to design and implement an integrated Unified Communications (UC) solution, built around you. Our services are designed to fully equip and support you end-to-end, avoiding any delays and quality issues and ensure a seamless and successful integration process. This can only be accomplished through a thorough understanding of next-generation network infrastructures and the delivery of the project life-cycle.



As a Microsoft® Unified Communications (UC) and Hosting Gold Certified Partner, we realise the importance of flexibility, choice and that one solution does not fit all. We provide integration services that can be shaped around your operational structure and business challenges and are one of the few Partners who can fully support and manage the integration process end-to-end.



Adding Value

InterCall has an experienced, well defined UC team of professionals including highly skilled, fully qualified UC architects and engineers that are available 24/7/365. Along with overlay technicians providing support, design, consultations, training and adoption of a whole host of managed UC services. This level of support provides real value and complete peace of mind for you, delivered and implemented through clearly defined processes and extensive guidance, allowing your integration to be as fluid and clean as possible.

It is all about choosing the right path that works for your business, whether that is a full deployment or phased approach. InterCall can ensure you choose the UC solution that fits within your budget, meets your requirements and provides a return on your capital and operational investment.

What are the Integration Options Available?

PBX Integration/PBX Replacement – Enterprise Voice

Key Business Benefits

Integrating or replacing an existing or legacy telephony infrastructure to Lync™ or Skype for Business can be phased or fully deployed dependent upon your users, timelines and business preference.

This UC solution immediately reduces hardware maintenance costs, provides more control over administration tasks and enables a deeper integration with Line of Business applications.

Technical Considerations

The telephony estate and protocols will need to be identified, along with trunk capacity, call volumes and usage models. Also considerations in terms of third-party product requirements such as fax machines and other devices, along with voicemail.

Video Estate Integration

Key Business Benefits

Video Conferencing can be integrated with your audio and web conferencing tools and purposely built for fully-immersive video suites. This can expand the reach of Lync or Skype for Business from the desktop to a conference room.

This UC solution provides quick and simple access to visual collaboration from your Lync or Skype for Business interface, throughout your organisation - maximising your existing investment in video equipment.

Technical Considerations

- Existing Video Conferencing systems will need to be reviewed to determine compatibility with Lync 2010, 2013, Skype for Business and third-party conferencing bridges.
- Support for Lync or Skype for Business integration with Polycom® HDX telepresence endpoints and RMX Infrastructure bridges, will need to be identified.
- Analysis on various software versions of Polycom HDX telepresence solutions is required to confirm full integration.
- Finally, further support for video resolutions is required from CIF to HD.

Line of Business Integration

Key Business Benefits

Integrating voice, video and Instant Messaging (IM) with existing business workflows can be achieved, generating real-time communications for all users. Also you can enhance and bring in-line any current CRM and ERP systems, as part of this

process. This UC solution speeds up business processes, which in turn improves productivity and increases business efficiency.

Technical Considerations

Identifying key workflows and processes that will need to be aligned with your business needs, then analysed and discussed, as part of their engagement.

Unified Messaging – Voicemail Replacement

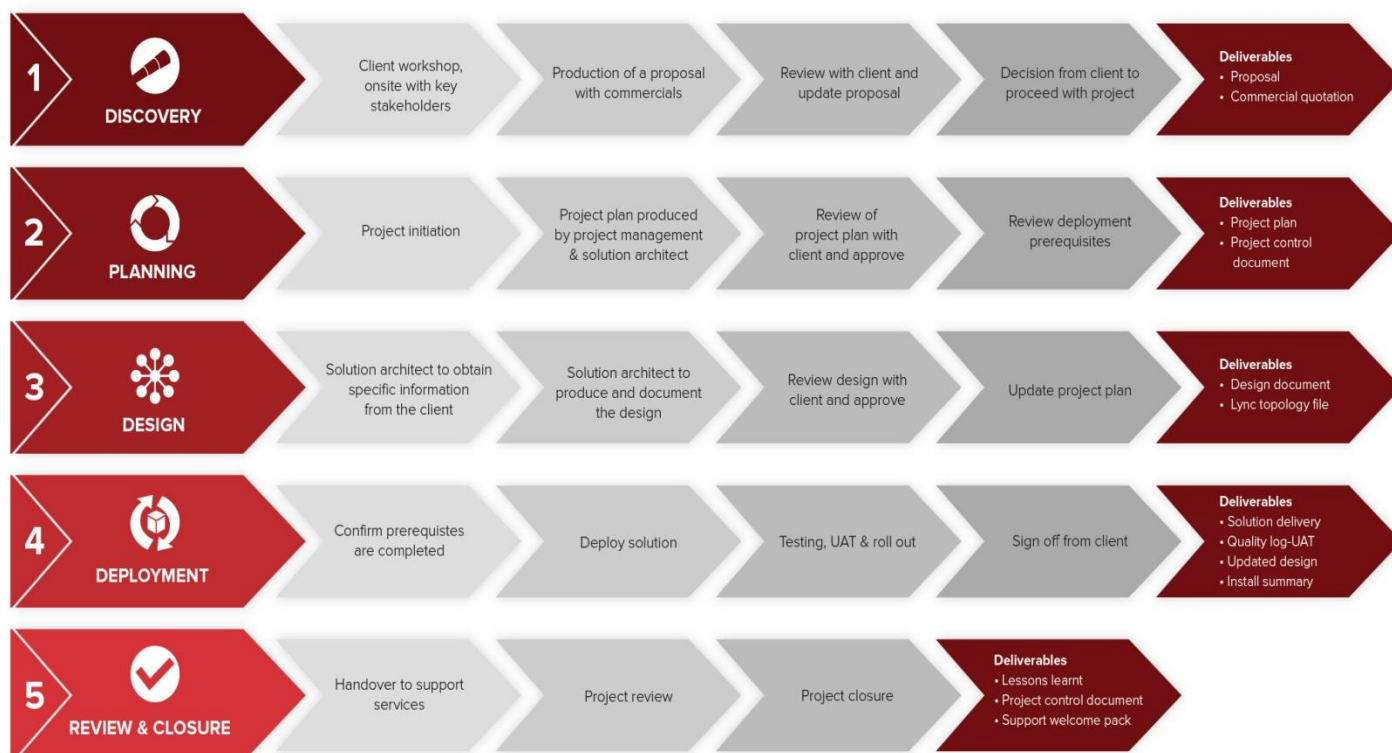
Key Business Benefits

Microsoft Lync, Skype for Business and PBX users can both utilise Unified Messaging if the solution is designed appropriately.

This UC solution has no real technical requirements; it purely consolidates voicemail and email messages into one universal inbox. It allows you to read your voicemail messages, customise your greetings and transfer calls to avoid missing important messages. Integrated speech recognition, missed call and voicemail notifications via SMS, calendar access from a standard phone and contact management are just some of the many features available with this solution, along with multiple language support with automatic language detection.

(There are no technical considerations for this particular integration service).

How are these Integration Options Delivered?



For further information on the Professional Services and integration plans we provide please email ucyourway@intercalleeurope.com