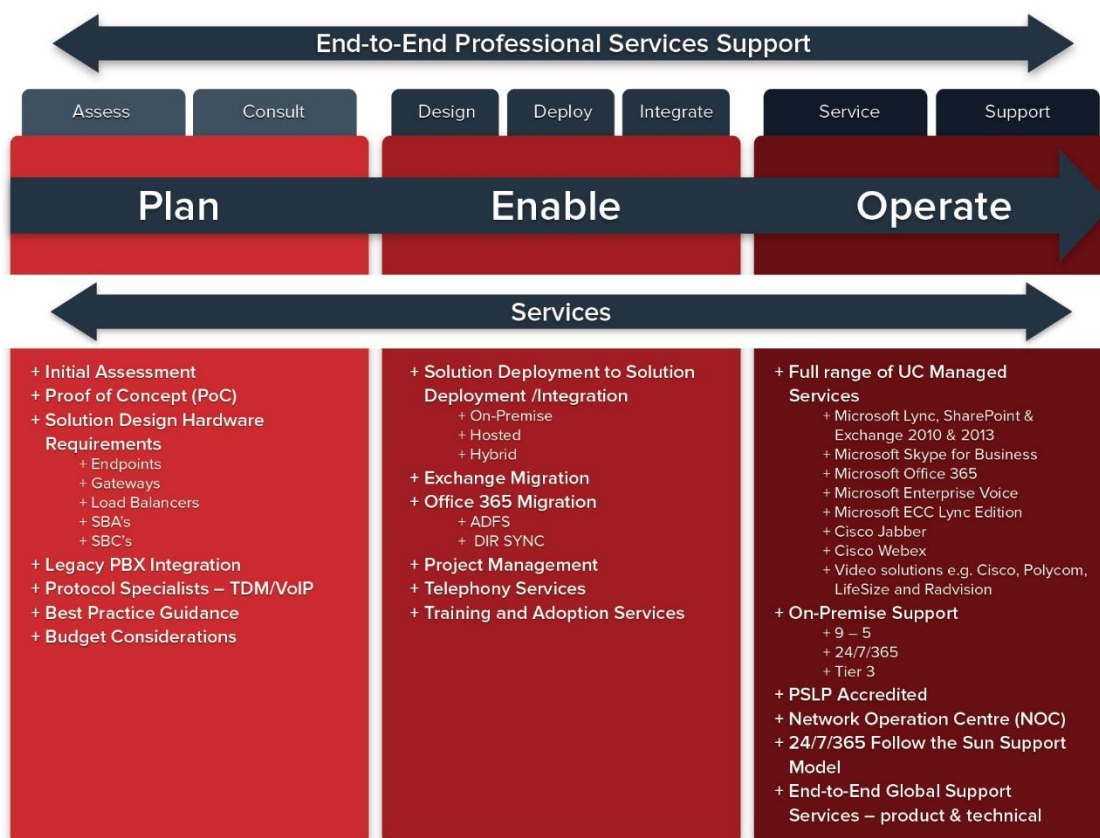


DELIVERING BEST-IN-CLASS PROFESSIONAL SERVICES

End-to-End Support Delivering Unified Communications Your Way

InterCall offers **end-to-end Professional Services** support like no other provider in the marketplace. We work with your organisation to **plan, enable and deploy** Unified Communication and Collaboration solutions according to your business strategy. These services are designed to assist with the transition of your current environment, with minimal disruption and enable a smooth migration from any legacy applications.

InterCall can work with you to create a Unified Communications journey, which meets the needs of your business now and in the future, whether it's enhancing your current IM & Presence functionality with VoIP, replacing your existing PBX with full Enterprise Voice capability or deploying your first UC solution.



In Summary

- We design, implement, support and manage UC solutions.
- We enable old and new world technologies to co-exist.
- We can uplift legacy systems to latest releases.
- We offer extensive experience and knowledge, to put right any issues.
- We provide best practice and IT guidance.

Adding Value

InterCall has an experienced, well defined UC team of professionals that includes highly skilled, fully qualified UC architects and engineers that are available 24/7/365. Along with overlay technicians and a fully trained sales function, providing support, design, consultations, training and adoption of a whole host of managed UC services.

Professional Services Portfolio*

- Microsoft® Lync™ 2010 and 2013/Skype for Business
- Microsoft SharePoint™ 2010 and 2013
- Microsoft Exchange™ 2010 and 2013
- Microsoft Office 365™
- Microsoft Unified Messaging™
- Microsoft OCS™/R2
- Microsoft Lync/Skype for Business Enterprise Voice
- InterCall's ECC** Lync/Skype for Business Edition
- Cisco® WebEx Connect
- Cisco WebEx which includes; Meeting Center, Training Center, Support Center and Event Center
- Video – Cisco, Polycom®, LifeSize® and Radvision®

**This list covers various deployment options.*

*** Enterprise Connectivity Conferencing.*

Why Choose InterCall for Your UC Solutions?

Key Business Benefits

- Fully managed service, removing the hassle
- Customised/bespoke deployments if required
- High-level security for both data and voice
- No CAPEX, smart OPEX-based models
- Complete integration and functionality (i.e. voice, messaging, video, online meetings)
- Feature flexibility and choice
- Limitless scalability
- Product resilience
- Managed and controlled hardware, technical and business costs
- Bolt-on third party applications
- Integration with existing corporate ICT infrastructure, providing a greater return
- Collaboration streamlined between multiple communication devices/solutions, providing mobility and flexibility
- Operational efficiencies and consistency, improving productivity
- Leading technologies that allows your workforce to communicate, share and engage in real-time

What do Our Customers Say About Us?



"InterCall understood the business criticality of UC for us, particularly the voice, information sharing and presence components that are absolutely essential to our everyday working lives. Their experience meant we were able to identify potential issues and address them head-on which made the implementation process seamless with far less risk for us."

- Neil Bingham, Head of IT, Frontier Silicon

InterCall's Professional Services Workshop

1. **Analysis** - fact finding exercise to establish and identify the major business metrics and activities across the organisation at that time. It highlights where the most crucial cost savings and efficiencies can be gained.
2. **Solution Strategy Conclusions & Recommendations** - the analysis phase will be documented and supported by a recommendation based report to highlight actual findings during the investigative phase.
3. **Migration Paths & Budgetary Costs** - the final part of the consultancy report will provide a high level implementation and systems migration plan. The output will provide initial suggestions around migration and the recommended approach which should be reviewed by both the technical and business decision makers across the organisation. The report will also deliver a summary of the budgetary costs anticipated for any recommended UC deployment.
4. **Compounding Analysis with Activity** - InterCall can offer further support to the organisation by delivering a number of Proof of Concept (POC) options around a variety of UC enabling technologies.

What is Involved in a Workshop?

The information below is required when conducting the initial discovery workshop

- Confirming the Unified Communication (UC) features against the customer requirements.
- Gathering information specifically for the customer that will impact on the UC proposal.
- Identifying risks in the customer's environments that would prevent or delay a UC implementation.
- Investigating technical areas such as the customer's Network, Active Directory, Telephony and Exchange Server/Messaging environment.
- Investigating the customer's current PBX estate, to identify whether telephony integration is required for Enterprise Voice or Remote Call Control.
- Understanding the customer's existing video conferencing estate and whether this will be included as part of the UC solution.
- Defining the appropriate service wrap, based on the UC solution they require.
- Finally, clearly preparing an action plan and future steps within a well-executed proposal document.

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