

IBM managed Microsoft unified communications and collaboration (UCC) services



Enhance company-wide communication and collaboration

The workplace for many employees is no longer a fixed location. In fact the International Data Corporation estimates by 2020 the mobile and remote devices will account for approximately 72 percent of the total US workforce. As a result, employees expect access to communication and collaboration tools, such as e-mail, calendars, instant messaging (IM), voice, video, and content, regardless of location, delivered in an easy-to-understand and easy-to-use interface. To meet this demand, companies are being challenged to transform traditional voice, communication and collaboration technology into digital services, enabling their employees, customers and partners to access information instantaneously.

Simply put, users want a single interface, enabling them to decide what form of communication and collaboration is right for that moment. In order to meet these expectations, a company needs to clearly and completely set a strategy to deliver this capability. IBM managed Microsoft® UCC services enable users around the world to engage with one another, allowing customers and strategic partners to meet, share information, update documentation and make decisions in real time.



For many companies and their IT staff the proposition of building out UCC strategies is a daunting task. IBM recognizes the digital transformation of voice, communication and collaboration can be challenging, and identifying a strategy that best fits business investments and needs can be conflicting. IBM services provide the flexibility to replace or leverage existing communications technology. They can also determine where these technologies are deployed—the IBM cloud, Microsoft O365 cloud, customer premise, or a hybrid. This flexibility combined with IBM's extensive project experience, expertise and outstanding named customer support are the keys to helping ensure a successful UCC transformation and end-user satisfaction.

UCC transformation: Empower, enable, and enrich your enterprise

Increase user productivity

- Empower your entire workforce, including remote and mobile workers, to communicate virtually anywhere, anytime, from nearly any device.
- Easily connect with your team, customers, partners and vendors in real time through web, audio and video conferencing tools, for sharing desktop files, whiteboarding new ideas and conducting presentations with Microsoft PowerPoint®.
- Spend less time traveling and more time brainstorming and communicating with customers, prospects and co-workers.
- Spend less time and money maintaining and managing hardware and infrastructure.

Reduce costs

- Reduce your traditional public switched telephone network (PSTN) and audio conferencing costs with Microsoft Skype® for Business (SfB) conferencing and Enterprise Voice.
- Reduce the cost of maintaining legacy telephony, audio and video infrastructure, and disparate communication and collaboration solutions.
- Save on travel costs with online hosting of meetings, video conferences, webinars and presentations.

Simplify complexity

- Consolidate all your communication needs into unified services to minimize the learning curve for employees.
- Get a consistent and familiar end-user experience through Microsoft Outlook®, SfB and more to access all your communication and collaboration needs.
- Support country-specific regulatory and compliance requirements regarding telephony, Voice over IP (VoIP), encryption and federation.
- Utilize the native integration with Microsoft Office products, such as Word, Microsoft Excel®, PowerPoint, Outlook and so on.

IBM managed Microsoft UCC services provide a solution without compromise. This customer-centric service model partners your business needs with leading enterprise services. IBM's methodology is to align our solutions and services with your technical, business and end-user requirements. As such, we are better positioned to deliver services that will drive value within your enterprise. Our services help reduce costs, increase worker productivity and empower your workforce to choose the communication and collaboration channel that best meets their needs.

IBM service, support and expertise

- Complete UCC consulting services, including a UC strategy roadmap, program management, migration, deployment guides and operational run books
- Named customer support team to provide 24x7 follow-the-sun support
- Highly available, geo-resilient solutions backed by a 99.9 percent application service-level agreements (SLAs)
- Standard and enhanced security solutions and services
- Multiple cloud deployment options, including IBM, on premise and hybrid O365

IBM managed Microsoft UCC services deliver highly available and customizable solutions created by a team with the expertise and experience. Our team has successfully deployed and managed over one million users, seats and mailboxes. By providing a UCC service built to your company's needs, you encourage a collaborative work environment that drives real change and maximizes investments.

Why IBM?

IBM offers deep expertise and a wide range of capabilities for cloud enabled managed services. IBM managed services are designed to provide you with the speed, expertise and agility you need to get ahead and stay ahead of the competition. These services enable you to migrate to a cloud infrastructure that enhances flexibility, scalability, security and management of your existing and future applications. IBM's cloud services strategy and solution set is continuously enhanced to help enterprise customers achieve their goals: developing smarter products and supply chains, delivering a better customer experience and building smarter operations.

For more information

For more information about IBM Managed Hosting and Application Services, please contact your local IBM representative or visit ibm.biz/managedappsandhosting



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