

# Unified Communications & Collaboration



## UC&C, why now?

- Customer expectations for rich and meaningful real time conversations are higher than ever before
- Improved home technology allows workforces to no longer be restricted to office locations
- The risk of unsupported and old legacy systems suddenly failing is very real

## The Problem

Supporting teams to engage in rich and meaningful real time conversations requires interoperability between networks, devices and applications managed by multiple internal and external teams. Without considering the impact to the overall ICT estate, a perceived low cost investment can quickly transform into additional project delivery, operating costs and higher total cost of ownership (TCO).

## The Challenges

Often, poor performance is accepted as the norm and many user faults go unreported, leaving IT departments blind and users turning to their own tools for engaging with each other. Additional factors such as infrastructure dependencies and project delivery methods are not always prioritised, resulting in doubt over demarcation of responsibilities and low user adoption of the technology once deployed. This results in lost productivity and lower return on investment.

## Real World Scenarios

- |                    |                          |
|--------------------|--------------------------|
| ■ Interoperability | ■ Migration & Deployment |
| ■ Scalability      | ■ Cost reduction         |
| ■ Ease of Use      | ■ Flexibility            |

## Where we fit

Immediate simplification and business value at any stage of the Unified Comms & Collaboration journey. Without creating additional demand on time & resource, confidently match the right technology to business need, qualify and evidence the fit and ensure optimised return on investment and business value realisation. Bridging the gap between actual and target effectiveness.

## Simplified Engagement - Assessment

- Commercial analysis of your current operating costs
- Demonstration of collaboration within your environment
- Assessment report and recommendations
- Calculate your own ROI and productivity benefits

***“C-STEM understand our business. They provide a personal approach, and customer services know who we are, which is fabulous.”***

Manager  
Swallow Court  
Leased Office Space

## The Solution



- ✓ Simplified all in one solution
- ✓ Overlay to existing platforms
- ✓ Quick and hassle free deployment
- ✓ Low cost scalability
- ✓ Reliable and secure user experience
- ✓ Latest UC applications and web collaboration



Free  
Unified Communications  
& Collaboration  
Assessment available