

Unified Communications Implementation Methodology for Cisco



Against the background of IT consumerisation, the rise of social networks and the proliferation of privately owned mobile devices at work, today's business leaders are focused on cost containment. Globalisation necessitates effective communication across borders, which requires reliable communication and collaboration services, effectively delivered via Internet Protocol (IP) telephony.

As a transformational channel for connectivity, communication and collaboration, unified communications unites an organisation's voice and data into a single converged network. It offers advanced features and applications that:

- Enhance productivity
- Minimise risk
- Lower cost
- Improve agility
- Centralise call management

Inefficient unified communications deployments that follow haphazard methodologies may cause the following:

- Overshooting the budget
- Missing deadlines and 'scope creep'
- Falling foul of compliance
- User frustration, non-adoption and low return on investment

Dimension Data's Approach

Our Unified Communications Implementation Methodology for Cisco incorporates Primer, a project management approach which guides our services and sales teams in engaging with clients on professional services opportunities, and then delivering these projects. Primer sets out standards in our methodology based on best practice, and is aimed at achieving quality, consistency, lower risk and increased client satisfaction. The six stages of Primer incorporate processes from various streams within our business:



Dimension Data's Unified Communications Implementation Methodology for Cisco (the Methodology)

This Methodology paves the way for smooth unified communications implementations in any organisation. It consists of:

- Templates;
- Guidelines and best practices;
- Change management and training tools;
- Processes for unified communications deployment;
- Software tools to automate tasks; and
- Auto-populated project work areas.

It also includes an Adoption Management Programme, which focuses on user training and streamlined management of infrastructure, post deployment.

Benefits

- Accurate project scoping
- Effective requirements management
- Reduced risk of project failure
- Hands-on project management
- Improved visibility into the project; a smooth handover
- Extended, packaged tools to improve user acceptance and integration
- End-user training
- Streamlined, easier management of infrastructure post deployment
- Alignment to Cisco's Lifecycle Services approach

Why Dimension Data?

- Our Unified Communications Development Model has been established over many years and incorporates our expertise and experience after deploying more than 2,500,000 IP handsets and 7,800 IP networks worldwide. It's also updated regularly to reflect innovations and the latest best practices.
- We apply this Methodology consistently in all regions, which ensures consistency across your entire global environment.
- Our professionals are qualified to the highest levels, with more than 7,500 Cisco certifications and over 370 CCIEs. There's no need for you to employ and retain specialist skills.

Key features

Key Unified Communications Implementation Methodology for Cisco framework

Quotation Tools	<ul style="list-style-type: none"> • Allows accurate and competitive quotes to be produced including a detailed scope of work, project plans, bill of materials and customer facing line item quotes. • This gives the customer flexibility to change requirements without incurring a huge cost of sale.
Requirements analysis	<ul style="list-style-type: none"> • Ensures that the solution delivered is aligned with the business and meets the clients and end-users expectations.
Standard design templates	<ul style="list-style-type: none"> • Creates design rules ensuring consistent and predictable service.
Standard tools & templates	<ul style="list-style-type: none"> • Creates an end-to-end obtained customer plan for delivery.
Training	<ul style="list-style-type: none"> • Standardised end-user training tools to ensure a seamless transition from the old to new system with minimal disruption.
Flexibility	<ul style="list-style-type: none"> • Methodology allows for regional variations.

We apply this methodology **consistently** in all regions, which **ensures consistency** across your entire **global environment**.