Unified Communications Implementation Methodology for Cisco
Ongoing consumerisation of IT means that today’s up-and-coming generation of workers meet, share and discover via technology and social networks. They’re armed with independently purchased mobile devices with which they expect to access corporate data and applications. Against this backdrop, ongoing economic pressures cause cost containment to remain top of mind for business leaders.

Increasing globalisation means the need for effective business communication across geographies is on the rise. Reliable voice services and advanced productivity and process tools are non-negotiable for most businesses.

Thriving and remaining competitive in this fast-paced, competitive business landscape requires advanced communications and collaboration capabilities. Increasingly, more and more organisations are finding that these can be found in Internet Protocol (IP) telephony.

How unified communications is changing the game

Today, traditional voice architectures are giving way to unified communications, which offers businesses an alternative, transformational channel for connectivity, communication and collaboration. Unified communications unites an organisation’s voice and data from many locations into a single converged network. Importantly, it brings advanced features and applications that enhance productivity throughout the organisation. It also drives down risk and telephony costs, improves business agility and allows organisations to centralise their call management activities.

While the advantages of moving to unified communications are clear and compelling, if you’re contemplating going down this path, thorough planning and coherent execution are critical. Consider the following:

• Inefficient deployments will likely result in you overshooting your budget.
• If established project management methodologies and processes aren’t effective, you’ll risk missing deadlines and succumbing to ‘scope creep’ on deployment, while other projects are neglected.
• Without the right level of control and visibility of the project, you run the risk of falling foul of compliance regulations.
• If, once deployed, the technology fails to perform to users’ expected standards, frustration will quickly ensue and user adoption will falter, which will ultimately erode your return on investment.

A structured, well-executed deployment is imperative, if you hope to reap the many benefits that unified communications promises. Organisations deploying IP Telephony in their environment – whether it be a hundred handsets or as many as 20,000 – need to ensure that their implementation partner follows basic principles that prepare the ground for success.

Dimension Data’s Approach

Our Unified Communications Implementation Methodology for Cisco (the Methodology) is based on our Primer methodology, which sets out how Dimension Data Services and Sales should engage with clients around professional services opportunities and then deliver the resulting projects.

The objective of our Methodology is to set out a standard approach, based on best practice, which will enable us to deliver high-quality services in a consistent way and manage the associated risks, leading to increased client satisfaction.

Our approach comprises six stages, each one incorporating processes from various streams within our business.

By engaging with Dimension Data on IP Telephony / Unified Communications projects, clients benefit from our Unified Communications Implementation Methodology as it sets out this standard approach, which is baseline against industry and Dimension Data best practice (based on our internal intellectual property), which subsequently enables us to deliver a high-quality service in a globally standard and consistent manner.

Why Dimension Data?

• Unified communications deployments require careful planning and delicate execution. The consequences of a poorly managed roll-out can be grave: budget overruns; service interruptions; revenue loss and disenchantment among customers and business stakeholders. Unified communications expertise can’t be developed overnight or gained by earning certifications. Dimension Data’s Methodology is unique in that it has been established over many years. It’s the product of our drawing on our experiences in deploying more than 2,500,000 IP handsets and 7,800 IP networks worldwide, and it’s regularly updated to reflect the latest technology innovations and best practices.
• A unified communications system is only as good as it is consistent. There’s no room for regional inconsistency or sub-optimal performance on the part of certain office locations. This will only lead to user frustration and compromised productivity. We apply our Methodology consistently across all regions, giving you the assurance that global projects are delivered to the same high standard.
• With Dimension Data, you’re working with professionals who are certified to the highest levels. We have more than 7,500 Cisco certifications and employ over 370 CCIEs. So there’s no need for you to recruit, train and retain specialist skills internally. You benefit from the focus and experience of experts at the top of their game, who ensure the job’s done right, the first time, every time.
Dimension Data’s Unified Communications Implementation Methodology for Cisco (the Methodology)

Dimension Data’s Methodology gives you access to best practice guidelines, tools, processes and templates to lay the foundation for the smooth implementation and delivery of a unified communications system.

Our Unified Communications Implementation Methodology for Cisco comprise 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.

We’re able to reduce the risk of project failure or creep by using a standardised repeatable processes with predictable outcomes which improve visibility and provide clear project milestones, as well as accurate project scoping and costing.

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

**Benefits to you**

With Dimension Data’s Methodology you can look forward to:

**Accurate project scoping and costing**

Our tools and checklists guarantee an accurate quotation for infrastructure and professional services, ensuring that all items are accounted, which eliminates any unexpected costs at the end of the project.

**Requirements management**

To ensure that your business and end-user requirements are captured and met, Dimension Data works with a selection of standard tools, questionnaires and guides to conduct an end-user requirements analysis to relate back to the technical requirements.

**Reduced risk of project failure**

Detailed documents supported by templates, software and a training programme ensure that your project is rolled out according to our globally consistent Methodology.

**Hands-on project management**

Our statement of requirements template, project plans, project definition workshops, guides and effort metrics streamline and improve the project’s manageability, resulting in lower risk of project failure.

**Improved visibility into the project; a smooth handover**

Our deliverables checklist outlines all project deliverables, ensuring that we’re able to manage and meet the expectations of the telephony system implementation.

**Extended, packaged tools to improve user acceptance and integration**

We assist you to transition the project from completion to ongoing operations through change management, end-user training and documentation.

**End-user training**

We provide you with standardised, packaged end-user training tools to ensure a seamless transition to the new telephony system and keep disruption to a minimum. We also make educational marketing tools, such as posters, reference guides, mouse pads and screensavers, available to help you facilitate the training process.

**Streamlined and easier management of infrastructure post deployment**

Our standard test lists and processes ensure and accelerate the quality assurance of the solution to make ongoing maintenance and management easier.

**Alignment to Cisco’s Lifecycle Services approach**

Dimension Data is the only systems integrator whose unified communications deployment service is audited by Cisco, fully mapped to Cisco’s own deployment approach. This ensures that unified communications projects using Cisco technology are delivered to strict requirements that reduce project failure and improve technology integration.