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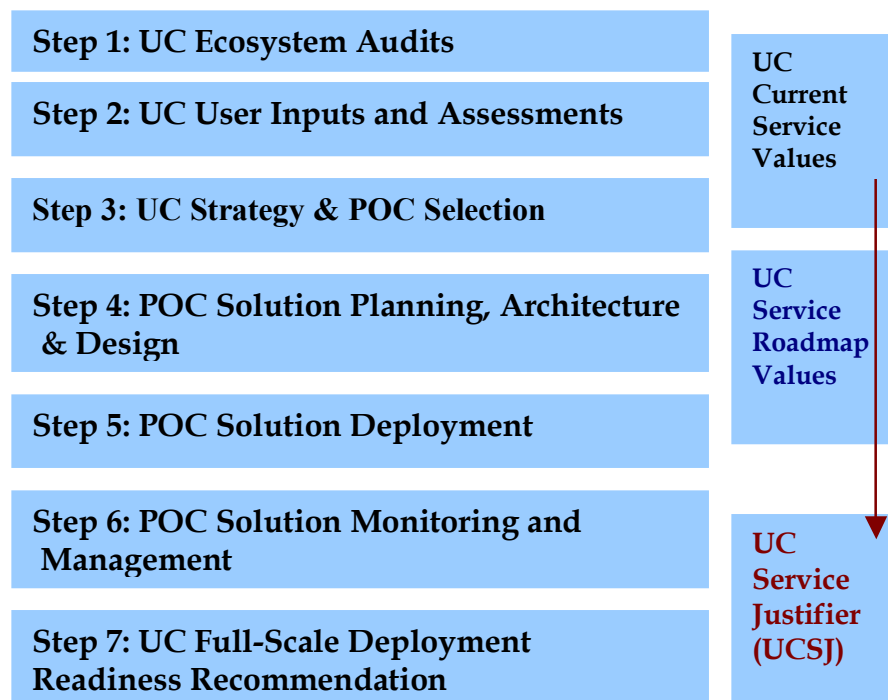
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A Complete Plan for Deploying Unified Communications (UC) in the Enterprise – Whitepaper

Unified Communications is a technology ecosystem which brings growth and productivity into an Enterprise and the Ecosystem around it in a tremendous way. For this reason it is vital for Enterprise IT and the Overall Enterprise to carefully understand the Deployment of this technology ecosystem. It is simply too big to be planned, acquired and deployed in one swoop and therefore needs a consulting approach to creating the service over the life of this sort of technology platform. This paper is dedicated to Enterprise IT and Communications Decision-Makers, Managers and Vendors to take this perspective for the overall highest return on Customer’s Investment.

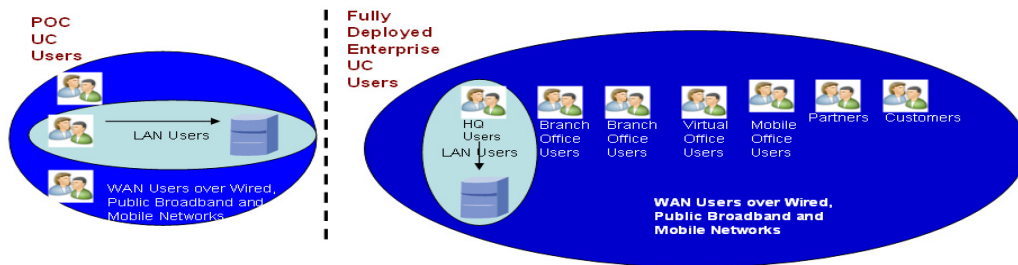
Global-i approaches UC Deployment from a seven step perspective. These steps are:



The seven steps can be collapsed for an even more immediate POC deployment or can be expanded to its full breadth for a multi POC deployment. Ideally, the seven steps should be followed, however, smaller customer environments may be able to gain quickly from the collapsed approach and larger environments may need this methodology applied

across multiple functional areas. The variety of UC mediums and applications utilizing UC would also dictate the depth of the approach adopted and applied.

In Step 1, Global-i would ensure that all current ecosystem elements touching UC are audited. Most importantly the existing UC-related platforms and applications, the user groups and the current critical business processes which would gain the highest from UC would be audited in terms of what can be leveraged and what needs to be enhanced in the new UC environment. Step 2 would ensure all UC capable user groups are identified and their critical business processes detailed. This step would allow Global-i to understand the relationships among the functional groups and areas that would be complementing and competing for UC resources. This group will also provide the inputs necessary to select the Proof-of-Concept (POC) group(s) that would prove the UC business and productivity case first and subsequently for the enterprise. This step would include performing needs assessment and requirements gathering from the UC groups and for the overall Enterprise UC infrastructure and IT services. In Step 3, the data gathered from Steps 1 and 2 would allow Global-i to start formulating the UC Strategy from an Enterprise-wide perspective, yet keeping the focus on the POC candidate(s). This would allow creating the feature sets, the access mediums, the device types, the network requirements and eventually tie all this to the UC service roadmap and delivery. This leads to what Global-i calls the "UC Service Justifier" or just (UCSJ) in order to build the UC strategy which justifies the current and future UC service values. Once the UCSJ is established and the POC candidate(s) are selected to meet the UCSJ metrics, in Step 4 the service planning from an architecture and design standpoints are conducted. Once the service architecture and design is in place the solution deployment can be planned and managed. Deployment planning includes the infrastructure planning and other necessary activities needed for Enterprise UC to be implemented and users adoption and training to start. The user, network and overall service satisfaction is monitored and managed over a defined period of time to successfully complete the POC. Multiple POCs can be project managed in order for successful multiple POC completions. Once the POCs are completed, a thorough readiness report is generated recommending the full-scale, Enterprise-wide UC Deployment. The readiness is measured by the UC Service Justifier (UCSJ) metrics which was created in Step 3 of the POC deployment process.



Global-i is a consulting, outsourcing and technology services solution provider. Created to deliver innovation and achievement, Global-i collaborates with primarily converged communications clients to help them become value-achievers. Our expertise is in lifecycle and implementation consulting, know-how of converging technology markets, deep understanding of emerging/current/legacy technologies and consulting models to help clients achieve "Value-Driven Performance".

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To discuss how Global-i can help your organization to deploy UC POCs:

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