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BUSINESS WITHOUT BOUNDARIES

Preparing for Collaboration Workshop

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5 Keys To Successful Introduction of Collaboration Applications

- 1. Where is the ROI?**
- 2. Understand your user community**
- 3. Evaluate & target improvements to your network**
- 4. Evaluate Collaboration Applications**
- 5. Develop & Plan for Implementation**

1. Where is the ROI?

- ✓ **Understand which applications yield the highest ROI for your business.**
 - Conferencing
 - Virtual Meeting
 - Remote user population, teleworkers & mobile users
 - Real-time notification and presence awareness
 - Un-tethered communication access



2. Understand your user community

✓ **Be sure to take a holistic view to assess short-term and long-term requirements, for all key functional groups in the company**

- **Management**
- **Finance**
- **Operations**
- **Customer Service**
Sales/Marketing
- **Administration**

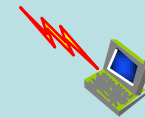
**Needs
Today vs Tomorrow**

**Current
Tools**

**Geographic
location**

**Critical
Apps**

**Media Rich
Workspace**



Mobile User



Teleworker



**Knowledge
Worker**

3. Evaluate your network

- ✓ **Evaluate any impact on the network infrastructure when deploying collaboration applications. Certain deployment strategies may not have any significant impact.**

Influences:

- Based on application type (Video, Telephony, Messaging, Presence, Application/file sharing, etc.)

Imperatives:

- Security

Likely changes:

- Address power issues
- Change configuration to fix impairments
- Upgrade WAN bandwidth
- Implement Quality of Service (QOS)

Less frequent changes:

- Bandwidth upgrades in the LAN
- Layer 3 forwarding in the wiring closet



4. Evaluate Applications

✓ Evaluate new collaboration applications

Target Return:

- Connect your employees
- Productivity – real time communications
- Increased teaming & decision making
- Operation savings
- Security

Imperatives:

- Current infrastructure investment re-use
- Evolution to apps
- Application convergence and integration
- Open, Engaged Applications



Are Point Applications your strategic direction?

5. Develop & Plan for Implementation

✓ **Implementation considerations**

Network:

- Network Health Check
- Set policies, QoS parameters Security
- Ensure your networks is 99.999% reliable

Services:

- Software release assurances
- Build, Plan & Operate

Deployment:

- CPE, Managed Service, Hosted

Users:

- Evaluate User type and Media Rich Workspace requirements
- Phased or cut over
- User training

Avoid unnecessary costs through careful assessment & planning

Preparing for Collaboration Summary

- **Not If...but When**
- **Deployment based on user need - not Geography**
- **Target network improvements**
- **Evaluate:**
 - **Point or Converged multimedia application solutions**
- **Build an implementation strategy**

