

# EMC UNIFIED COMMUNICATIONS SERVICE

EMC Consulting helps unify communication technologies with an architecture that enables real time communication and improved collaboration

## ESSENTIALS

Utilize comprehensive services as you develop your unified communications infrastructure including:

- Assessment and Strategic Impact Planning
- Architecture and Implementation
- Infrastructure Virtualization
- Email Archiving and Compliance
- Enterprise Messaging Migration

Work with EMC certified experts:

- Microsoft MVPs, MCPs, and Certified Architects
- VMware® VCPs
- Security CISSP, CISA, and CISM

## BUSINESS CHALLENGE

In today's competitive business environment, there is a continuous drive to improve productivity. Organizations are containing costs by limiting travel and restricting hiring, but at the same time they are facing pressure to enable a mobile and flexible workforce and increase the speed of business. To provide customers with the service that they are demanding, employees in the field, such as those in sales and customer service, need access to information and answers to customers' problems immediately. In many organizations, instead of being aided by communications, employees are hindered by them. Checking email and voicemail and tracking down subject matter experts needed to help solve customer problems are significant drains on time and productivity.

Unifying an enterprise's communication technologies, such as email, instant messaging, conferencing presence, voice, and video, can greatly improve productivity. This can be achieved by implementing a Unified Communications (UC) architecture that enables real-time communication and improved collaboration.

## SERVICE DESCRIPTION

EMC® Consulting can assist you with all aspects of your UC journey, creating a mission-critical, highly available UC infrastructure. We provide Unified Communications strategy, enterprise architecture, virtualization, and deployment services across the core UC technologies—Microsoft® Exchange Server 2010, Microsoft Lync™ Server 2010, and Microsoft Active Directory.

EMC can create a customized solution that:

- Brings together communication systems and tools
- Leverages a single identity for improved manageability
- Works seamlessly with other Microsoft investments

EMC Consulting helps clients fulfill the vision of Unified Communications by providing the following services:

- Assessment and Strategic Impact Plan
- Architecture and Implementation
- Infrastructure Virtualization
- Email Archiving and Compliance
- Enterprise Messaging Migration

## **ASSESSMENT AND STRATEGIC IMPACT PLAN**

Implementing a Unified Communications platform can significantly improve productivity and collaboration in your organization. However, it's a technically challenging endeavor that requires careful planning. The EMC Assessment and Strategic Impact Plan Service establishes a vision and strategy for your enterprise Unified Communications solution and assesses your organization's readiness for adoption. This in-depth assessment reviews your existing Microsoft infrastructure, determines what is required to support the new UC solution, and gathers requirements from a representative cross-section of business stakeholders. EMC will give you a detailed plan that describes your path for implementing a Unified Communications solution.

## **ARCHITECTURE AND IMPLEMENTATION**

EMC's Architecture and Implementation Services define UC architecture for your organization including integration with third-party software and hardware. EMC consultants will build a proof-of-concept environment, construct the tools and processes needed to migrate to Unified Communications, and establish the training and support plans you'll need. Then we will build the UC production environment, integrate third-party components, and carry out performance tests. Finally we implement the next-generation UC environment for all of your users and provide post-implementation support.

## **INFRASTRUCTURE VIRTUALIZATION**

EMC Mission-Critical Application Virtualization Services will virtualize your existing or planned Enterprise Unified Communications.

Our consultants will work with you to:

- Establish a virtualization architecture
- Assess how virtualization will impact the application architecture
- Construct the virtualization infrastructure
- Migrate the application to the virtualized infrastructure

EMC will help you create a virtualized environment that will optimize your hardware investments, significantly increase your IT efficiency, and provide for advanced backup, recovery, high availability, and disaster recovery options.

## **EMAIL ARCHIVING AND COMPLIANCE**

EMC's Enterprise Messaging Archiving and Compliance Service will help you evaluate your archiving requirements and determine the optimal platform for your archive. EMC will work with you to document and publish your information retention policies, and then plan and implement an optimal archiving solution for your environment.

## **ENTERPRISE MESSAGING MIGRATION**

Migrating thousands of users from an existing messaging solution to a new messaging solution is a time-consuming and tedious activity. Most organizations are surprised at how large their users' mailboxes have grown over the years, and need help migrating data from one system to the next. EMC's Enterprise Messaging Migration Service employs a blended model of onshore and offshore resources that leverage industry-leading migration tools to ensure a successful and cost-effective migration of messaging and applications.

## SUMMARY OF BENEFITS

A more efficient communications infrastructure means people in your organization can resolve problems faster because they can collaborate with the subject-matter experts they need to solve business concerns immediately.

This leads to:

- Better customer support
- Faster sales cycles
- Reduced travel costs

The Microsoft Unified Communications platform enables a user to immediately determine a co-worker's presence and contact them regardless of their location, device, or type of connectivity. Unified Communications also reduces costs by providing simple and affordable conferencing tools—both audio and video. These tools are so effective, they will replace many face-to-face meetings and reduce travel, saving both time and money. As organizations continue to seek ways to enable their remote workforce, Unified Communications tools ensure isolated workers feel part of a team and are more accessible to colleagues.

## EMC CONSULTING

As part of EMC Corporation, the world's leading developer and provider of information infrastructure technology and solutions, EMC Consulting provides strategic guidance and technology expertise to help organizations exploit information to its maximum potential. With worldwide expertise across organizations' businesses, applications, and infrastructures, as well as deep industry understanding, EMC Consulting guides and delivers revolutionary thinking to help clients realize their ambitions in an information economy. EMC Consulting drives execution for its clients, including more than half of the Global Fortune 500 companies, to transform information into actionable strategies and tangible business results.

### CONTACT US

For more information, visit [www.EMC.com/consulting](http://www.EMC.com/consulting) or contact your local EMC Consulting representative.

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