



Professional Services

Our Goal

Our goal is to provide a new standard of communication capability by identifying with desired business outcomes and creating bespoke, fit for purpose, managed solutions.

As experts in their field, our consultants will strive to understand your current capabilities and needs, the business challenges you face and your future vision. They will provide strategic, architectural, operational, and implementation advice to help you develop a communication strategy that is both fit for purpose now, and for your future.

Our strategy delivers ultimate user engagement, reliability, scalability, and simple use through our commitment to our quality of experience process.

Strategic consulting

Strategic Planning:

Our strategic planning involves creating system implementation plans and network requirement assessments to ensure success.

Operational Assessment:

We assess the capacity and operating efficiency of your service. We test all operational equipment and services before going live.

Architecture and Platform Design:

We will design the architecture and platform required to fit with your strategy using our experience and knowledge of future trends.

Tactical consulting

User Adoption and Training:

We believe that to achieve maximum adoption and engagement - and ultimately ROI - the conferencing solution we deploy must be appropriate to all user communities and their varying business needs. Our consultants will identify these needs through user and workflow assessments to ensure the correct process are put in place.

User Experience and Access:

The key to successful conferencing collaboration is driven by user experience, understanding, and in turn, workforce engagement.

As such we focus our expertise on exceptional standards in three key areas: quality of experience, quality of service and value.

Meeting Space and Environment:

Our consultants will assess your physical environments and make recommendations for room stratification, ergonomic and immersive video conferencing hardware and systems integration and user interfaces. They will use their findings to design sophisticated, cost effective, intuitive, comfortable and easy to operate collaboration spaces that are fit for the varying needs of your business.

Platform Integration:

Dependent on your requirements we work with you to evaluate one of three platform options based on your business needs, strategy, roadmap and ROI:

1. On-premise/hosted/virtualised
2. Cloud – Either public or private
3. Hybrid

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Workflow Integration:

Our consultants will assess the way in which your company and employees work to ensure that your unified communications and collaboration strategy stays within your existing workflows wherever possible.

Key Practices

Microsoft:

- Design and Implementation of Skype for Business and/or Office 365
- Outlook
- Exchange integration

Cisco:

- Network and Security (switches, networks and firewalls)
- Collaboration
- Cisco Unified Communications Manager (CUCM)

PRINCE2:

- Program Management
- Project Management



System Integration



Managed Services



Cloud Services



Support Services



Room Integration