



- Design, install, configure, test, and deploy core UC capabilities

- Design, code, test and implement custom/API-based development to embed or integrate UC capabilities with existing in-house applications

- Define and implement metrics/measures for benefits realization
- Analyze, define, and implement end-user adoption strategies and training programs



UC Implementation, Integration, and User Adoption Services

Turning the potential of unified communications into business results

Microsoft Lync is Microsoft's latest Unified Communications (UC) platform that offers a powerful set of tools and capabilities which can be leveraged to unlock significant benefits. These may come in the form of individual and workgroup productivity, as well as business process improvements that drive significant top-line and bottom-line results. Successfully delivering on a UC strategy requires a carefully coordinated set of technology, business process, and project management expertise. It is critical to understand the dynamics of the technologies, the impacts of business process changes, any barriers to user adoption and to use this knowledge to design, build, and test solutions in a highly efficient and low risk manner.

Aspect Microsoft Professional Services has the expertise and experience to help you successfully realize your UC strategy. UC Implementation, Integration, and User Adoption Services from Aspect offers complete Unified Communications capabilities to deliver presence, instant messaging, audio/video conferencing, web conferencing, voice over IP (VoIP), and unified messaging.

Through Aspect's own internal deployment of Microsoft Lync to 2,000 employees in 20 countries, as well as 30+ years of leadership deploying mission critical voice communications for customers, Aspect has developed a proven approach to delivering complex business process and technology changes.

The goals of a UC implementation or integration effort cannot be simply "on time and on budget." Underlying the core services from Aspect are key fundamental philosophies:

- Implementation plans and related activities must be aligned with, and support the realization of, the strategic/business vision and the overall business case metrics.

- To realize benefits, the plan must place emphasis on ensuring that end-users embrace and use the new capabilities as intended. To accomplish this, Aspect includes an array of user adoption activities to foster enthusiasm for the new capabilities and build skills tailored to the needs of each user group.
- Implementation efforts must be paced to align with your organization's overall appetite and ability to absorb change. To be successful, consideration must be given to the capabilities, readiness, and past experiences of your organization to develop a realistic, achievable plan. This includes sequencing the deployment of UC capabilities and business process changes into phases to deliver tangible business results and key learnings along the way.
- Aspect incorporates benefits realization activities throughout all phases of the implementation plan to set and communicate expectations early, design, build, and test for results, with the goal of making measurement and reporting part of everyday life.

UC Implementation, Integration and User Adoption Service Overview:

Our customers typically begin their unified communications strategy with UC Strategy and Business Case Service, UC Business Consulting Service and UC Architecture Planning and Design Service. These services establish the objectives for UC, define the capabilities to be deployed to each user group, identify specific business processes to target, and design the overall future state architecture. These related services deliver the pillars for a comprehensive and realistic plan to drive the Implementation, Integration, and User Adoption Service to complete a successful deployment of UC across your enterprise. Key areas addressed by the Implementation, Integration, and User Adoption Service may include:

- Installation, configuration, development and testing of UC functionality
 - Detailed implementation plans

- Configuration of server and desktop hardware and UC software, including Microsoft Exchange Server, Microsoft Lync and Microsoft Active Directory
- Implementation of network changes
- Private Branch Exchange (PBX) integration
- Design, installation, and configuration of security, monitoring, logging and recording capabilities
- Detailed design and development of any integrations or custom developed code required to support communications-enabled business processes
- Completion of functional, integration, and performance testing
- Development and execution of end-user adoption and production support plan
 - Change readiness and user group characteristic analysis
 - Development of tailored user adoption strategy, including end-user communications, training and documentation to support new capabilities
 - Knowledge transfer and training of IT production support team
 - Planning and conducting end-user training and user acceptance testing

- Development and execution of a benefits realization plan
 - Defining key metrics
 - Identifying and designing reporting and monitoring requirements
 - Developing a communications plan to promote awareness of results

Aspect is recognized for its proven ability to unify disparate communications applications and to successfully deploy complex mission critical voice technologies. This experience, combined with its strategic global alliance with Microsoft, enables Aspect to provide customers with an unparalleled level of expertise in unified communications. Aspect services offer customers the opportunity to minimize project risk and to start experiencing the power of unified communications. The UC Implementation, Integration, and User Adoption Services from Aspect provide you with the expertise you need to successfully complete your unified communications journey.

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About Aspect

Aspect is the only software company with a fully-integrated interaction and workforce optimization platform for enterprise contact centers globally that need to profitably (and seamlessly) orchestrate people, processes and touch points in an era when the contact center is the new center of the customer experience. For more information, visit www.aspect.com.

