

# Identify the Best Unified Communications Solution for Your Business Needs

NTT DATA Consulting Assessment Workshop for Unified Communication and Collaboration Services

## Have you integrated your communication and collaboration platforms into a unified solution?

With such a wide variety of telephony, messaging, conferencing and mobile technologies available, it can be difficult to provide a seamless experience for your end users. No matter where you are on the path to unifying and modernizing your communication and collaboration infrastructure, NTT DATA Services can help.

The NTT DATA Consulting Assessment Workshop for Unified Communication and Collaboration Services is the first step toward understanding your present challenges and future organizational needs for a better communication and collaboration environment. Our subject matter experts can help you:

### Address IT challenges:

- Rationalize investments in disparate communications technologies including telephony, messaging, conferencing and contact centers
- Determine the type, age and effectiveness of your current investments
- Define your users' business requirements
- Determine what technologies need to be updated, replaced or integrated

### Identify business needs:

- Define a business case for unified communications, including user, administration and cost benefits
- Identify required features and system elements
- Assess your adoption readiness, including technical, administrative and support/operational concerns
- Provide recommended next steps for with cost and scheduling estimates

Our Consulting Assessment Workshop can help you determine the best environment for your specific needs and provide a transition roadmap to meet your goals. With proven experience conducting workshops for clients across industries around the globe, our experts are ready to help you design, develop and implement a seamless solution today.

## Our solution can help you:

- Complete projects up to 10% faster
- Resolve customer issues up to 20% faster
- Reduce sales cycles by up to 20%
- Reduce messaging costs by up to 50–80% and travel cost by up to 20–40%
- Reduce cost of communication systems by up to 40–60%

We can help you devise a strategy and roadmap to seamlessly integrate your communication and collaboration platforms into one unified solution, enabling anytime anywhere access for your end users.

**Our communications experts are here to ask, listen and learn**

Workshop are facilitated by our communication and collaboration subject matter experts and focus on bringing together members of your organization. They can help identify your current issues and constraints — and map out potential solutions while sharing best practices.

At the end of our Consulting Assessment Workshop, you'll receive:

- A unified communications requirements and solution proposal, including:
  - An as-is environment description
  - The proposed scope of the implementation
  - A high-level plan for implementing the solution, including cost estimates for each task or phase
  - Benefits of the environment and financial justification
- A unified communications high-level design, including:
  - Key prerequisite systems requirements for the implementation
  - A solution diagram including physical components of the implementation
  - A solution components list of required software, peripherals and licensing
  - Proposals for recommended implementation and transition projects
  - A list of technical assessment tasks required to ensure infrastructure readiness
- An executive summary presentation, including all of the above — tailored to an executive audience

Day 1	Day 2-4	Day 5-8	Day 9-10
Project kick-off meeting	Client interviews	Component inventory and high-level design	Present findings and discuss project initiation transition
Validate project goals	Compile interview data	Complete findings	
As-is environment analysis and develop recommendations			

Key: **Onsite** | **Offsite**

Figure 1: Typical schedule for the Consulting Assessment Workshop

**Why NTT DATA?**

When you partner with NTT DATA, we focus on building you a next-generation communications platform while embracing your existing legacy systems. Our approach to assessment is:

**Collaborative:** Our consulting experts work closely with you to assess your business needs and collaboratively design a solution to meet your goals.

**Cost-effective:** We provide a measurable analysis with affordable solution options.

**Solution oriented:** Our experts provide recommendations to build, implement, train and support a customized solution for your needs.

**Comprehensive:** Our solutions combine hardware, software, IT recommendations and service solutions.

**Proven:** We base our solutions on valuable experience gained from past client engagements — for small, medium and large organizations across industries.

**Integrated:** We partner with industry leaders to seamlessly blend our solutions with existing technologies.

Let's talk about IT consulting:  
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NTT DATA partners with clients to navigate the modern complexities of business and technology, delivering the insights, solutions and outcomes that matter most. We're a top 10 global IT services and consulting provider that wraps deep industry expertise around a comprehensive portfolio of infrastructure, applications and business process services.

