

## UNIFIED COMMUNICATIONS

### **Businesses and public sector bodies are changing how they work.**

They are looking for their communications systems to be a strategic asset and a differentiator, supporting more than telephony.

In today's world customers want rapid and accurate interactions and organisations want low costs while still learning more about their customers.

Unified Communications (UC) gives you the ability to use all the tools at your disposal, increasing teamwork and knowledge-sharing, reducing error and improving customer interaction through instant messaging, web conferencing, collaboration and presence rather than traditional voicemail, e-mail and telephone.

At Redstone Converged Solutions we have the experience, skills, market understanding and vendor relationships to equip you with a secure and tailor-made solution.

Unified Communications is the glue that pulls an organisation together, enabling it to use its infrastructure effectively.

With improved communications you become more agile, efficient, motivational and intimate, able to maximise the effectiveness of your most important asset – your employees.

Our Unified Communications solutions give you control over how to communicate and collaborate with others.

Using our skills and experience, we design and deliver solutions that unify existing communications systems with new applications and devices onto a single platform.

We work with you as you seek to improve your communications through presence, collaboration and mobile technology.

### Presence

Presence technology is driving the adoption of Unified Communications among organisations today because of the benefits it offers in terms of service, productivity and collaboration.

Presence information enables you to see the whereabouts and availability of other colleagues, decide if they have the relevant skills for a query, and select the appropriate means of contacting them.

To provide you with the most effective and tailored solution for your organisation, we assess the existing network and address how your organisation needs it to operate.



## Mobility

Mobility solutions go beyond wireless e-mail and remote server access, giving you the efficiency of being able to access identical applications to those you have in the office while you are on the road or at home.

## Voice, Video and Web Collaboration

Collaboration enables employees, suppliers, customers and business partners to share information via voice, video or web conferencing regardless of where they are and the devices they have available.

An enquiry can be automatically escalated to audio and video conferencing with the correct parties to speed up decision making. Having the technology to make information available instantly is undermined if you lack the technology to follow it through and involve the necessary parties.

By deploying applications that enable collaboration, you can increase efficiency through improved workflow while also realising other benefits, such as reduced carbon footprint and travel costs.

## Contact centres

We work with a range of organisations, equipping them with effective solutions to lower costs and improve accuracy in delivering effective customer service through their contact centres.

The diverse range of organisations we work with includes Great Ormond Street Hospital, Foxtons, Unicef and Powys County Council.

We offer all aspects of contact centre technology from beginning to end, drawing from the products of leading vendors Cisco, Avaya, Nortel and IPFX to provide a tailor-made solution.

Services include presence technology, enabling users to find the whereabouts of colleagues with the appropriate skills to resolve queries, and the ability to funnel all incoming queries – phone, fax, or e-mail – into one manageable route.

## Why organisations come to Redstone Converged Solutions

Our experience covers all aspects of enabling organisations to get the best from their Unified Communications system. We take an independent and flexible multi-vendor approach to offer a complete end-to-end solution.

We recognise that a UC system is only part of helping you get the most out of Unified Communications. We work with you to help your staff grow into using UC in their roles and understanding the effect it can have throughout your organisation.

Understanding organisations' needs and pressures, coupled with our technical expertise and project management skills, gives us the ability to design, implement and support solutions that can fulfil your needs.



For further information please call us on  
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