



<p><b>A</b></p> <p><b>Accelerated discovery</b></p> <ul style="list-style-type: none"><li>• Map out your existing environment, users and infrastructure.</li><li>• Determine key personas and understand their current usage.</li></ul>	<p><b>B</b></p> <p><b>Future proofing</b></p> <ul style="list-style-type: none"><li>• Define the best migration approach to reach your objectives.</li><li>• Understand costs, the employee experience and technology posture for the future workplace environment.</li><li>• Business and technology strategy alignment to achieve digital transformation success.</li></ul>	<p><b>C</b></p> <p><b>Industrialized planning</b></p> <ul style="list-style-type: none"><li>• Apply a programmatic approach to cloud transformation.</li><li>• Design the Project and Change plans and identify risks and mitigations.</li><li>• Build-up governance best practices relevant to your business and geography.</li></ul>
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## 1. Global voice design and strategy

Migrating to fully integrated cloud voice is complex and takes substantial time and effort. Organizations often don't have a clear view of their current environment and considerations for implementation and integration of voice.

Our workshops deliver a plan that includes business priorities and voice use cases, considers existing telephony, network, security requirements and user adoption.

## 2. Integrated customer experience

This workshop captures personas and communication platforms to deliver a detailed integration plan to maximize customer experience.

This will provide an executable plan to unify all communication interfaces, including contact center.

## 3. Productivity and collaboration design

Through a tailored workshop we consider the end-to-end dialogue management experience and the user requirements to consolidate and integrate applications with immediate benefits.

By consolidating vendors, organizations will benefit from increased productivity and are likely to reduce expenditure. We have multivendor expertise to support your transition.

## 4. Secure workplace design

This workshop captures integration, governance and implementation design, based on individual business requirements.

Our plan will provide a roadmap to delivering a secure, fully integrated, intelligent workplace with a complete understanding of business requirements.



## 5. Rapid service deployment

We evaluate your current environment and calculate the effort and cost to enable the rapid implementation of cloud voice. Our approach can be delivered remotely and includes number delivery and provisioning.

This workshop is the foundation to providing a plan that will allow for a rapid transformation.

## Outcomes

### Business and technical strategy alignment

- a clear strategy to achieve business objectives
- a comprehensive audit to understand current environment and future requirements

### Cost optimization and ROI

- identify all risks early to save later
- get a realistic transition plan
- consolidate vendor solutions to meet your requirements

### Employee experience impact assessment

- engage transformation with a clear idea of positive and negative impact on end-users
- understand how to mitigate negative impact
- and provide the required training to maintain
- and enhance productivity

### A flexible and agile plan

- a comprehensive migration blueprint providing the ability to move quickly after the engagement
- full network, voice and application assessments to ensure all aspects of the business and users are ready for the change



### Get in touch

If you'd like to find out more about our services, speak to your client manager or [visit our website](#)