

# Cloud Deployment Framework

Enabling transformation

**Create an intelligent workplace environment that accelerates teamwork, ensures secure and seamless collaboration across distributed teams, and ultimately creates meaningful employee experiences.**

**By auditing organizations current infrastructure, business critical applications and understanding organizational roles we have developed the Cloud Deployment Framework to seamlessly transition organizations to an intelligent workplace. Organizations partner with us to remove transformation risks and provide achievable plans across multiple vendors and providers.**

Our modular approach allows organizations to choose a single workshop or a selection of workshops, to plan transition, including a detailed audit of the current and future states, across multiple vendors.

Our workshops can be delivered remotely and rely on stakeholder engagement to ensure all requirements are captured and considered for a smooth migration.

## **What you'll get from a Cloud Deployment Framework engagement**

A detailed understanding of:

- your current environment and business tools/applications that require integration

- business outcomes desired as a result of the transition
- user personas and level of change management necessary to adopt the new technology, reduce disruption and increase productivity

You'll also receive a set of recommendations considering both the technology and people aspects of the transition.

Having understood the current state and future desires we can deliver projects with high rates of user adoption.

An actionable plan and design to deploy your Cloud Communications strategy with full integration to related applications, delivered on time and on budget.

**We were able to bring NTT's implementation experience together with our knowledge of UCL as a single team. With a combined effort and level of experience, it made us a lot more effective.**

**Ian Calkin**, UCC Team Lead, UCL

A

### Accelerated discovery

Map out your existing environment, users and infrastructure

Determine key personas and understand their current usage

B

### Future proofing

Define the best migration approach to reach your objectives

Understand costs, the employee experience and technology posture for the future workplace environment

Business and technology strategy alignment to achieve digital transformation success

C

### Industrialized planning

Apply a programmatic approach to cloud transformation

Design the Project and Change plans and identify risks and mitigations

Build-up governance best practices relevant to your business and geographies

#### 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 full 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

## Contact us today to book your scoping meeting

To understand which modules will provide your organization the most relevant and effective outputs, we'll conduct an initial, FOC, scoping meeting to better understand your most pressing business objectives. Our modules are often sponsored by vendors\*

\*Dependant upon existing licenses agreements.



