



Migration Guide: 6 steps to smarter unified communications

Don't let outdated technology hold you back.

People want to work how, when, and where they want. So flexibility is critical for addressing today's needs and preparing for tomorrow.

Turn basic communication into true team collaboration with industry-leading solutions from Cisco.

Here's how.



Step 1

Assess your current UC environment.

Audit your existing unified communications (UC) network, and prepare a "needs analysis" as a comparison between where you are today and where you need to go.

Talk to line-of-business (LoB) decision makers whose teams would benefit from collaboration techniques.

Here are just a few examples:

HR: <ul style="list-style-type: none"> Accelerate time to hire. Increase employee satisfaction. Decrease employee turnover. Expand the talent pool. 	Finance: <ul style="list-style-type: none"> Reduce travel expenses. Fund collaboration services with operating expenses (OpEx). Boost profitability. 	Workplace resources: <ul style="list-style-type: none"> Reduce office footprint. Lower utility and furnishing expenses. Cut maintenance costs. 	Sales: <ul style="list-style-type: none"> Improve productivity. Increase accessibility. Strengthen customer relationships. Accelerate time to close.
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Step 2

Choose the right vendor.

Plan for the future.

While today's communication needs are important, it's smart to consider future needs as well.

Solid technology

Look for a solution provider with a strong track record.

Innovation

Avoid vendors with stagnating technology. A technology partner who continues to innovate will be more invested in the future.

Solution breadth

Who offers the broadest, most comprehensive solution?

Interoperability

A flexible platform that can integrate with other applications and services is important.

Deployment options

Pure, hardware-based solutions are a thing of the past—look for deployment model flexibility.

Choose a comprehensive solution for easier:

- Integration
- Implementation
- Maintenance and support
- Seamless user experience

Gartner
Magic Quadrant Leader

Leader in five 2016 Gartner Magic Quadrants

- Unified Communications for Midsize Enterprises in North America
- Corporate Telephony
- Contact Center Infrastructure
- Group Video Systems
- Web Conferencing

Gartner Magic Quadrant Leader in Corporate Telephony for 13 years straight

Gartner Magic Quadrant Leader in Unified Communications for 9 years straight

Cisco, the Gartner Magic Quadrant Leader for Unified Communications for the ninth year straight, offers reliable technology plus a complete collaboration suite that allows people to work how, when, and where they want.

"Cisco brought a lot of innovation and technology to the table with one set of infrastructure."

— Don Tierney, CTO, Park Nicollet Health Services¹

Step 3

Prepare your internal proposal.

<p>Solution plan</p> <p>Work with your selected vendor to determine your solution needs:</p> <ul style="list-style-type: none"> Products Services Software Maintenance and support 	<p>Migration timeline</p> <p>What is a realistic timeframe? The UC experts at Gartner recommend a phased rollout so any process challenges will be limited to a portion of the organization at a given time.</p>	<p>Budget plan</p> <p>Outline your budget needs, considering:</p> <ul style="list-style-type: none"> Alignment with budget schedules Use of CapEx versus OpEx Financing options
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Step 4

Gain internal support.



Inclusion drives advocacy.

Regroup with your LoB leaders to validate goals.

- Evaluate current performance benchmarks.
- Determine realistic goals for outcomes such as improved productivity and cost savings.
- Plan to measure against those goals at regular intervals during migration—and after.

Technology research firm Gartner suggests focusing on metrics and accountability as they relate to financial performance. This will encourage dialogue between—and commitment from—all your stakeholders.

"We chose Cisco after an exhaustive RFP process. Cisco supports our broad-based requirements, and we like their stability as a vendor... Don't put off switching until it's too late."

— Danielle Tucker, Senior Telecommunications Engineer, Apria Healthcare²

Step 5

Implement.

<p>Create prototypes</p> <p>Ensure that the end solution will work for:</p> <ul style="list-style-type: none"> Desktop IVR experience Routing behavior Reporting 	<p>Test</p> <ul style="list-style-type: none"> Planning Platform Integration Systems testing Performance and load Application tuning Monitoring Post-deployment support 	<p>Deploy</p> <p>Start with a small group of power users so you can identify challenges and make adjustments.</p>	<p>Leverage</p> <p>Make adjustments for subsequent group rollouts and continue evaluating.</p>	<p>Train</p> <p>Don't overlook user training. Without it, adoption will take longer and may impact your success metrics.</p>
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Step 6

Measure and validate results.

Gather metrics and continue to work with your LoB contacts to track efficiencies against predeployment benchmarks. Results should steadily improve as employees become more familiar with the new technology and adoption increases.



Partner with Cisco for smarter UC.

Learn more

¹ Healthcare System Enhances Patient Care with Collaboration, Cisco, 2014.
² Switching UC & Contact Center Providers Can Be a Relief, Cisco, Jan. 2017.