



## Unified Communications Solutions

Voice, messaging, conferencing and other communications tools have traditionally been deployed as separate, discrete functions, hampering effective collaboration. Unified Communications (UC) brings these tools together into a common interface, increasing staff efficiency and accessibility.

With UC, staff can easily escalate from instant messaging to a voice call to videoconferencing — all with a few mouse clicks. As a result, UC speeds decision-making and enables more responsive customer service by enhancing communication and collaboration.

Despite UC's many benefits, organizations face a number of deployment challenges. Because employees are increasingly mobile, UC solutions need to be compatible with a wide range of mobile devices and offer secure connectivity options anywhere users have Internet access. Quality of service (QoS) is a major concern because of the increasing pressure on IP networks to support an array of mission-critical applications and services. ProSys can help customers overcome these challenges and maximize the return on investment in communications technologies.



## Understanding UC

Presence forms the heart of any UC solution, enabling users to see the availability of their colleagues on various communications platforms. UC layers instant messaging, telephony, file sharing and conferencing on top of the presence application to create an end-to-end communications solution.

With years of experience in a wide range of communications and collaboration technologies, ProSys is uniquely qualified to deliver enterprise-class UC solutions. ProSys engineers can help customers develop the business case for UC, then design and implement best-of-breed UC products to meet each organization's business requirements. ProSys can also deliver the benefits of UC in a hosted solution.

## Cisco Unified Communications

ProSys is a Cisco Gold partner that has achieved the Cisco Master Unified Communications Specialization, Advanced TelePresence Specialization and Collaboration Architecture Specialization. The ProSys team of Cisco-certified engineers has the expertise to deliver robust UC solutions built upon Cisco's Unified Communications platform.

Cisco offers customers a comprehensive portfolio of communications and collaboration solutions encompassing voice, video, presence and conferencing. This product family includes Cisco Jabber, Webex and TelePresence solutions along with a full line of IP communications tools.

Cisco Unified Communications Manager matches these applications to a wide range of endpoints, including full-featured IP phones and mobile devices. It provides the framework for the delivery of voice, video, messaging, conferencing, mobility and security in a flexible solution with the reliability, scalability and low total cost of ownership to meet growing requirements.

## Microsoft Lync

The ProSys team of Microsoft-certified professionals has unsurpassed expertise in Microsoft Lync, and can help customers integrate Lync into the communications infrastructure. Microsoft Lync Server is an all-in-one UC platform that seamlessly combines telephony, online meetings and instant messaging/presence applications. Lync leverages Microsoft's strengths in messaging, directory and shared workspace services to simplify communication and collaboration and create a consistent and familiar experience for users.



## Work with a Trusted Partner

UC solutions have become core components of the communications infrastructure. With hundreds of successful customer engagements, more than a dozen on-staff experts and high-level certifications from leading vendors, ProSys is a recognized leader in building collaborative environments incorporating voice, video, messaging and presence. ProSys can help customers navigate the process of deploying UC and provide post-implementation support and managed services to maximize the availability of the UC environment.