

UNIFIED COMMUNICATIONS

GAIN A COMPETITIVE EDGE



Overview

To carry out your operations effectively in today's fast-paced world, employees must be able to communicate and collaborate in a myriad number of ways, including mobile phones, PCs, video conferencing, instant messaging and e-mail. For employees to get work done quickly and efficiently, your enterprise needs a streamlined communications system that enhances their productivity and business agility, resulting in satisfied customers and motivated employees.

As we know, on-demand and real-time communication is the most critical factor for every organization to keep up with industry expectations. The approach towards communication enablement has reformed, with customers looking for innovative solutions to help overcome the pain areas they have identified:

Operational inefficiencies

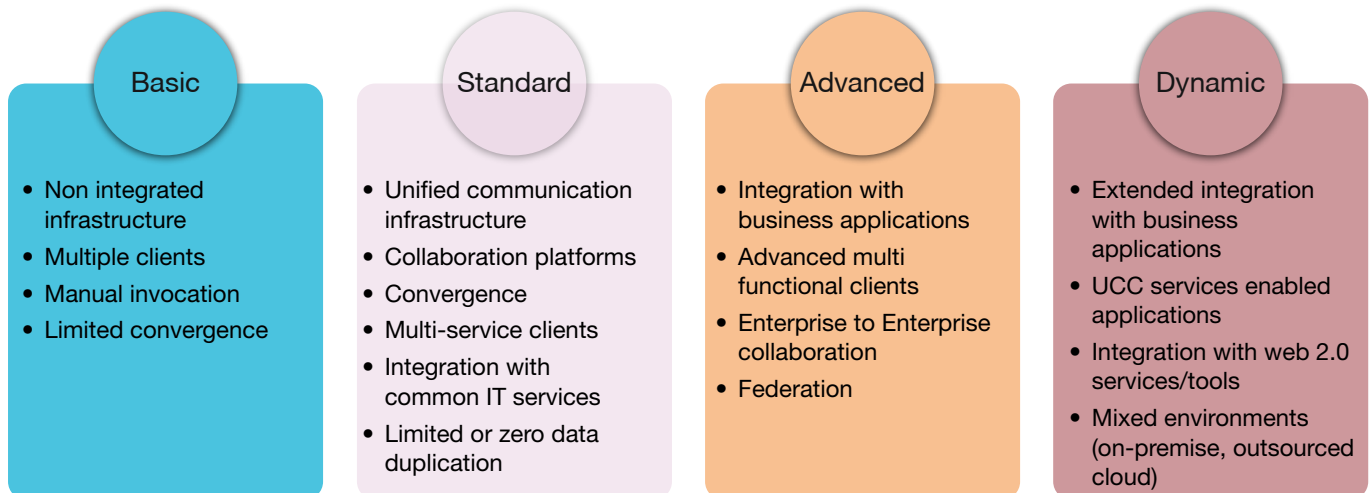
The productivity loss from teams working in different geographical locations not being able to collaborate for work impacts productivity immensely.

Communication gaps

For most enterprises, communication within multiple departments is one of the most prominent pain areas. The gap in internal communication is a substantial challenge and as a result, your communication with external parties also suffers.

Collaboration abilities

With BYOD (Bring Your Own Device), social media integrations and mobility, it's extremely difficult for delivery teams to manage multiple products within an organization, thus impacting the core focus area and hindering business processes.



How Mphasis helps

Mphasis UC&C services are distributed in three broad categories – Consulting, Engineering and Support services.



Consulting services consists of running infrastructure configuration gap assessment, capacity assessment and suggesting recommendations and solutions as per business requirements.



Engineering services include transformations, new requirements or complicated business needs from the customers. Mphasis has significant expertise in providing IP telephony as well as contact center engineering, conferencing (audio/video) and third party integrations, voice/video/messaging services for peer to peer collaboration.



Support services is offered across many models to support the business on its need with respect to global reformation and standards.

Success stories

Leading global security firm chooses Mphasis for their transformation from Avaya to Cisco



Mphasis deploys voice solution for American grocery manufacturing and processing conglomerate

- Unstable system with high incident count and huge backlog of unresolved incidents
- Task: Consolidate and Upgrade the Infrastructure to recommended standards

Problem statement



- Distributed infrastructure with multiple platforms and lacking standardization
- Stand-alone systems leading to high cost of maintenance
- Telecom support to be provided to over 300 devices across US and Canada

- Provided complete suite of services from auditing and consulting to upgrading software and hardware infrastructure by deploying an ITIL compliant framework
- Created a live knowledge repository of the entire environment and the issues faced by the client

Solution provided



- Managed new installations and upgrades
- Employed governance mechanisms to facilitate daily reporting
- Developed strict compliance checks to maintain standards and hence improved service quality

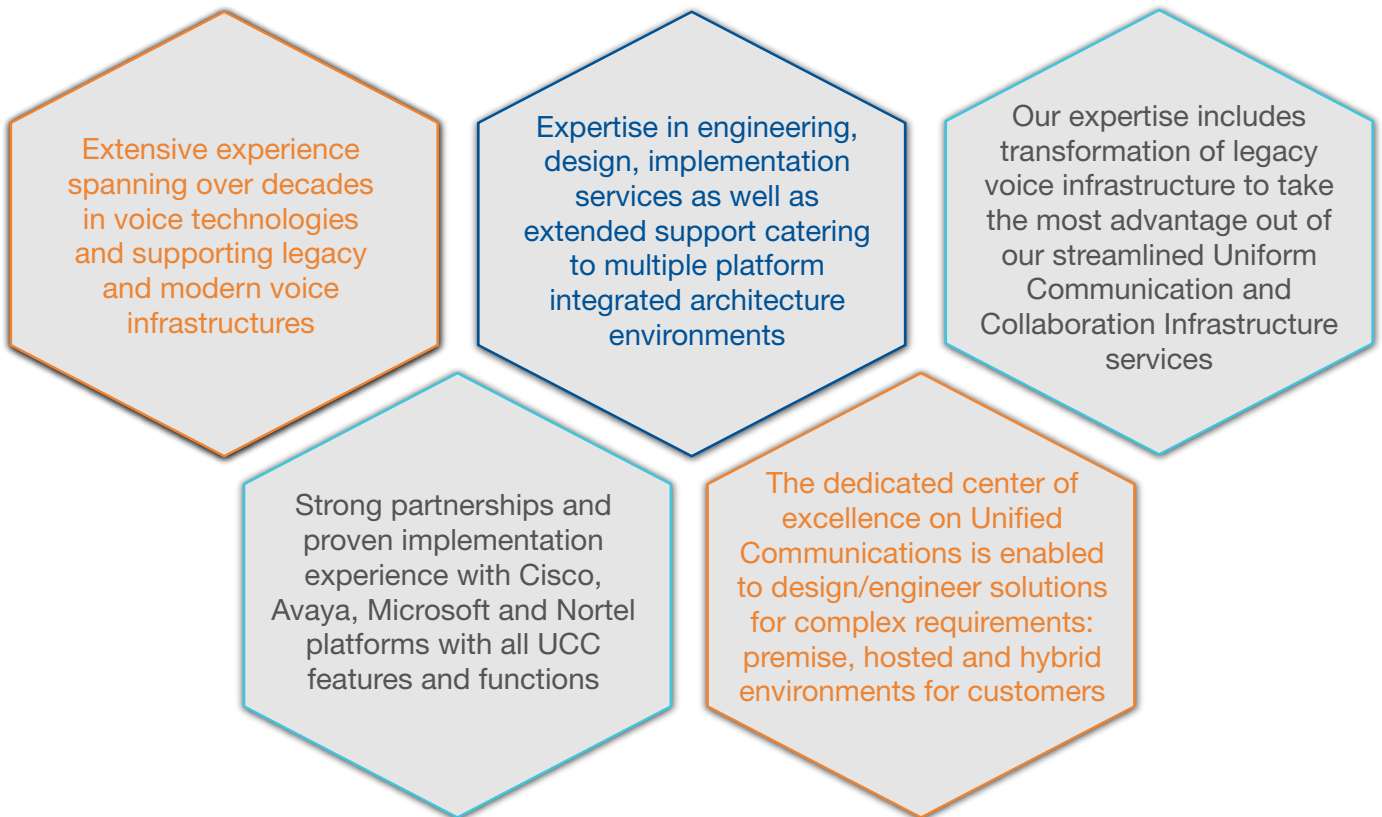
- Reduced transition time down to 45 days from 120 days
- Improved SLA adherence from 80% to 95%

Business value delivered



- Increased availability through consolidated and standardized infrastructure
- Improved overall productivity through operational governance

The Mphasis advantage



Fast Facts



100+ certified resources supporting 350,000+ ports



80% of experts cross skilled in both Cisco and Avaya



30+ Subject matter experts to cater industry specific needs



50+ automation objects to improve productivity

Unified Communication & Collaboration Services

Gain a competitive edge



Challenges



Ever widening mobile workforce



Critical remote worker population demanding 24x7 access



BYOD fueling device diversity

The market needs agile, seamless and reliable communications services



Mphasis UCC services

Consulting services

- ◆ Infrastructure gap assessment
- ◆ Demand based solution

Engineering services

- ◆ IP telephony & contact center
- ◆ Audio/video conferencing

Support services

- ◆ Contact center infrastructure support
- ◆ Multi-channel integrated support

Success stories

Client
Requirement
Result

- Leading global security firm**
- Consolidate and upgrade their unstable system from Avaya to Cisco
- Mitigated capacity issues causing business disruption by 80%
 - Knowledge repository improved SLA adherence to **95%**

American grocery manufacturing conglomerate

- Consolidate and standardize their voice infrastructure to cut down maintenance costs
- Increased availability to over 300 devices across US and Canada
 - Improved workforce productivity and service quality

Value delivered

- ✓ Seamless communication with employees, clients and business partners
- ✓ Scalable & agile communication environment
- ✓ Reduction in total cost of ownership and operational costs

Fast facts

350,000 ports supported by more than a 100 resources

80% of experts cross-skilled in both Cisco & Avaya

100% ITIL certified service team

50+ automation objects to improve productivity

About Mphasis

Mphasis is a global technology Services and Solutions company, specializing in areas of Digital and Governance, Risk & Compliance. Our solution focus and superior human capital propels our partnership with large enterprise customers in their digital transformation journeys, and with global financial institutions in the conception and execution of their Governance, Risk and Compliance strategies. We strategically focus on next generation technologies for differentiated solutions, delivering optimized operations for diverse clients.

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