Towards CEBP: IAP Approach

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Contents

The Journey

Many enterprises have already completed the journey of migrating from legacy systems to IP systems. Though some of them are still planning this journey, there are a few who have already begun their next stage of moving onto a unified communication and collaboration platform. Many thought this journey had ended, but the technology outburst has made this a continuous process, wherein companies are looking at having communications added into business processes and applications, enhancing their business. Users, customers and partners need for a seamless collaboration across any device, anywhere and at the right time, are pushing IT leaders to have a scalable, secure and reliable infrastructure to support their needs.

Surveys indicate that the majority of IT buyers have plans to adopt unified communications solutions (54%), but a significant minority still either has doubts, or lacks plans.

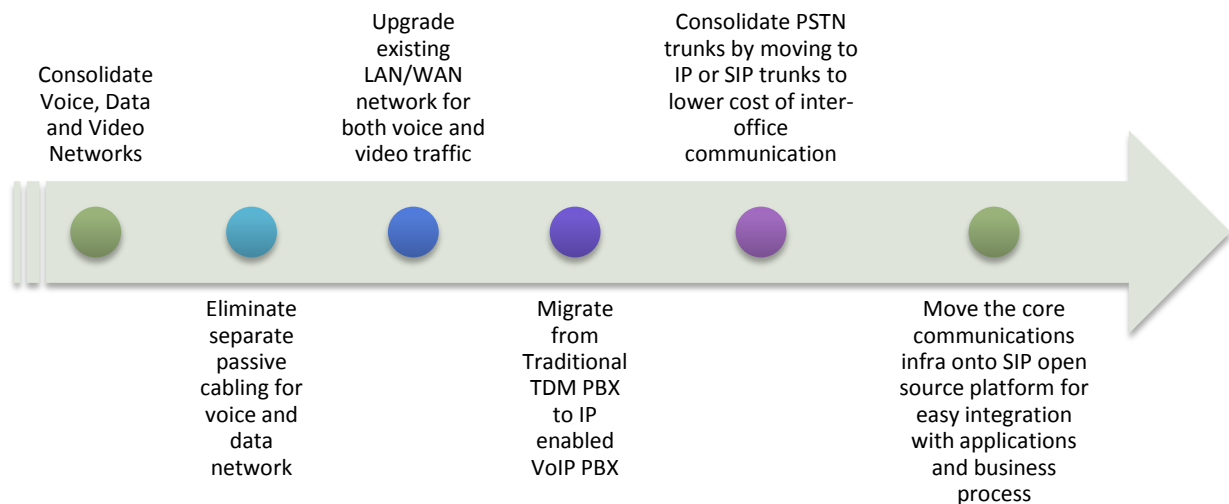A typical Unified Communications journey for an enterprise can be explained as below
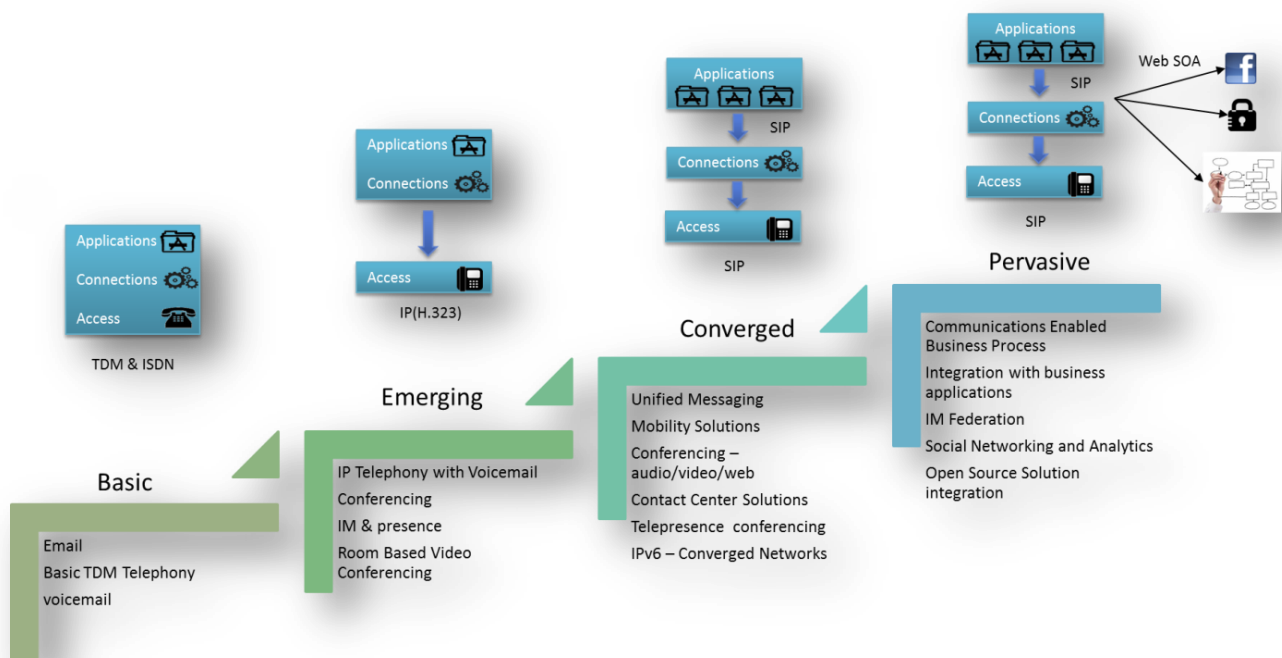
Our Approach: Infrastructure-Application-Process Consolidation

Our phased approach helps in embarking the journey towards CEBP and enables enterprises in realizing the actual benefits of unified communications solutions.
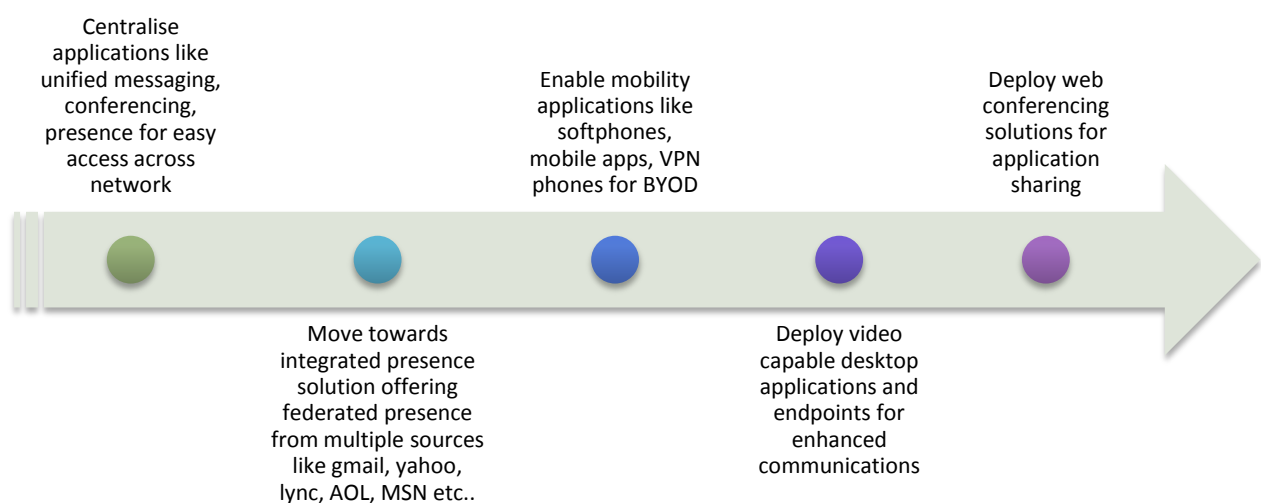
Stage 1: Infrastructure Consolidation

Most enterprises today have gone ahead with migrating from a legacy communications system to IP/SIP, but the backend layering network infrastructure, one for Data and one for Communication, is still disparate. Consolidation of this into one single interaction layer is the first step towards CEBP.

Consolidate Voice, Data and Video Networks

Upgrade existing LAN/WAN network for both voice and video traffic

Consolidate PSTN trunks by moving to IP or SIP trunks to lower cost of inter-office communication

Eliminate separate passive cabling for voice and data network

Migrate from Traditional TDM PBX to IP enabled VoIP PBX

Move the core communications infra onto SIP open source platform for easy integration with applications and business process

Stage 2: Application Consolidation

Once the core is converged and ready, the next step is to start consolidating or deploying applications. One of the biggest cost savers which can be realized immediately is achieved by restricting employee travel. The easiest way to do so without any disruptions is by adding applications audio, video, web and mobility into your enterprise. Enabling users with anytime, anywhere access brings in increased productivity, leading to overall work satisfaction.

Centralise applications like unified messaging, conferencing, presence for easy access across network

Enable mobility applications like softphones, mobile apps, VPN phones for BYOD

Deploy web conferencing solutions for application sharing

Move towards integrated presence solution offering federated presence from multiple sources like gmail, yahoo, lync, AOL, MSN etc..

Deploy video capable desktop applications and endpoints for enhanced communications

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Stage 3: Process Integration

The realization of business or strategic savings is a gradual process but does create a wider impact than others because it affects the entire business function. Process integration into communications leads to increased efficiency of business processes, reducing the latency on human intervention based application tasks as well as reduced communication delays, and avoids any kind of duplication in process or work arising out of communication loopholes.
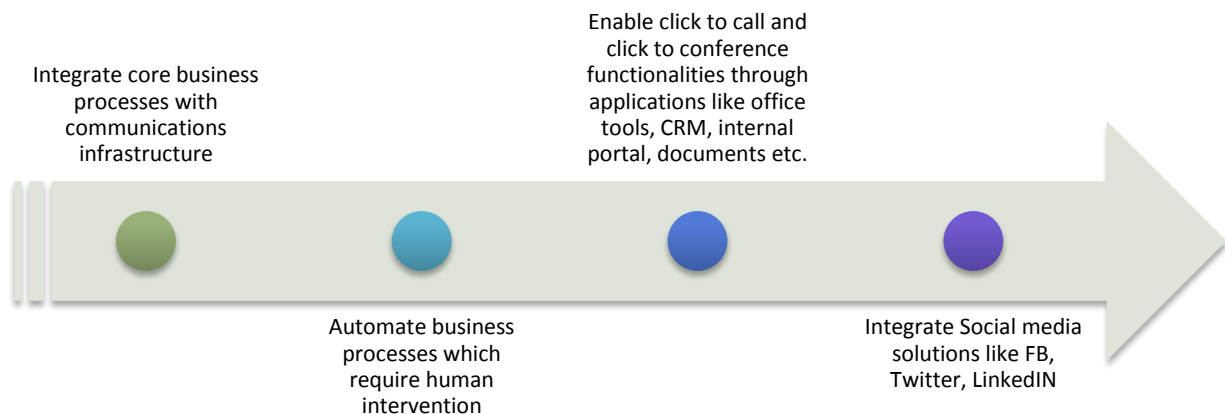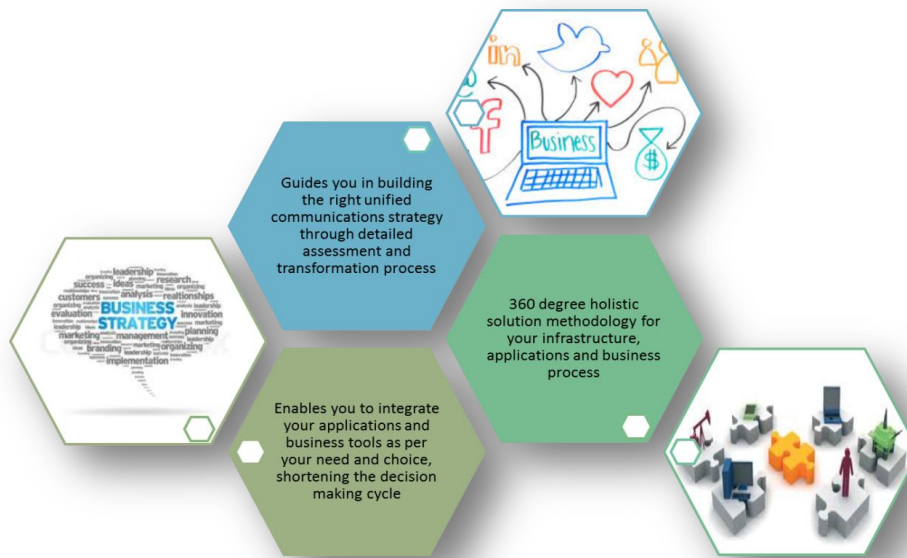

Combining the above three stages, we enable customers to embark on the unified communications journey with our unique methodology, I-A-P —a framework towards CEBP.
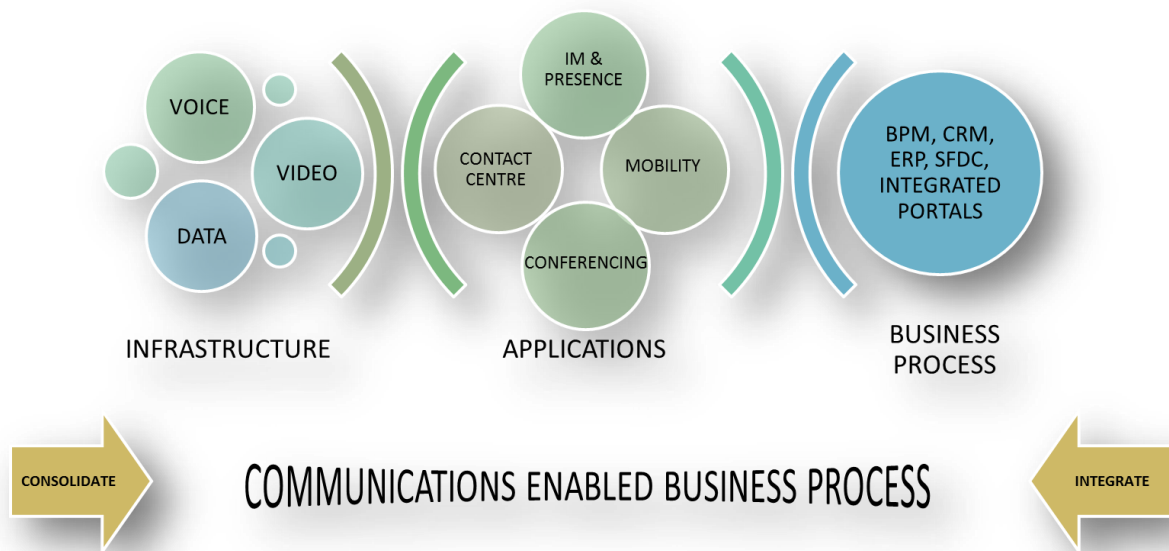
I-A-P FRAMEWORK

Value Proposition for Your Enterprise

The success of a UC deployment in any enterprise is not just related to saving money on infrastructure, but also in delivering benefits to users and business units. Each stage towards communications enabled business architecture results in various benefits for an organization. We can classify them broadly as Operational benefits (hard dollar savings), Productivity benefits (soft dollar savings) and Business benefits (strategic savings). Combined with these benefits, I-A-P methodology delivers:

Guides you in building the right unified communications strategy through detailed assessment and transformation process

360 degree holistic solution methodology for your infrastructure, applications and business process

Enables you to integrate your applications and business tools as per your need and choice, shortening the decision making cycle

Best Practices for Managing this Transition

Happiest Minds recommends a phased methodology for managing this transition: (1) Advisory, (2) Transformation and (3) Managed. This methodology enables organizations to develop a clear unified communications solutions strategy and build a roadmap for achieving it.

Best Practise A-T-M Framework		
ADVISORY	**TRANSFORMATION**	**MANAGED**
Analysis of existing UC infra	Develop UC Strategy in line with business needs	End User training on endpoints – hard / softphones/ mobile applications
Assessment and Segmentation of End User Needs	Detailed plan, design and implementation for existing Infrastructure Migration	Technical Training on for Administration & Maintenance
IT-Team Skills Assessment	Competitive Analysis on multiple vendor solutions	Application Development for call flow and scripting
Business needs Assessment	Analysis on CAPEX and OPEX solutions from multiple vendors and TCO analysis	Professional Services Engagement for critical implementations
		NOC services for round the clock support

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Conclusion

The demand for a scalable, safe and trustworthy infrastructure to migrate from legacy communication systems to IP systems was the need of the hour for many organizations. The three-phased IAP approach of Happiest Minds, consisting of infrastructure consolidation, application consolidation, and process integration helps in deriving the maximum benefits of unified communications solutions. This includes devising a unified communications strategy, a holistic solution methodology which touches all aspects of the business, shortening the decision making cycle.

About Happiest Minds Technologies:

Happiest Minds, the Mindful IT Company, applies agile methodologies to enable digital transformation for enterprises and technology providers by delivering seamless customer experience, business efficiency and actionable insights. We leverage a spectrum of disruptive technologies such as: Big Data Analytics, AI & Cognitive Computing, Internet of Things, Cloud, Security, SDN-NFV, RPA, Blockchain, etc. Positioned as "Born Digital . Born Agile", our capabilities spans across product engineering, digital business solutions, infrastructure management and security services. We deliver these services across industry sectors such as retail, consumer packaged goods, edutech, e-commerce, banking, insurance, hi-tech, engineering R&D, manufacturing, automotive and travel/transportation/hospitality.

Headquartered in Bangalore, India; Happiest Minds has operations in USA, UK, The Netherlands, Australia and Middle East.

To know more about our offerings. Please write to us at **business@happiestminds.com**

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