

## UNIFIED COMMUNICATIONS- & COLLABORATION PORTFOLIO

Our UCC solutions help you to create modern work environments and gain an edge over the competition in these times of increasing digitisation. Our proven technologies provide ongoing cost control, optimise communication processes, increase your attractiveness as an employer, give you permanent access to real time information, and allow you to manage all devices.



Efficient communication is increasingly the key to successful and responsive corporate operations. As your business becomes more complex, your corporate structures must respond effectively to changes as they arise.

Many companies have already experienced significant successes by moving away from old, stand-alone communication systems towards integrated UCC solutions that guarantee efficient communication both internally and externally.

### Telephony

Regardless of whether you use new or existing technologies, high-quality voice communication must always be guaranteed. Whether online or offline, for conversations between two people or for conferences involving many participants – all these voice communication methods are conducted via an integrated UCC technology platform, regardless of whether you are running your platform on-premise, in hybrid form or from the cloud. Your BYOD initiatives and legacy systems can also be supported and integrated into a genuine UCC strategy.

### Unified messaging

The previously complex and distributed working environment in which stand-alone forms of communication were the rule is no longer appropriate or up-to-date.

With unified messaging, you can forward inbound communications as requested by the customer while defining an appropriate reaction or result for yourself. True unified messaging combines voicemail, e-mail, fax, SMS, MMS and written correspondence in

a single fully integrated location and is thus an essential part of your UCC solution. In the modern unified and highly integrated world, unified messaging allows you to take your customers preferences into account and respond to them, meet their expectations and maintain relationships with them - even in a decentralised company.

### Video

In standard or HD quality: video communication is a critical success factor for genuine collaboration within distributed work groups.

In the past, this type of communication was frequently associated with complex and expensive boardroom video equipment, which in many cases was then rarely used. But gone are the days in which companies had to depend on a single technology supplier for immersive conferencing. Nowadays, new UCC platforms allow such video sessions at the work place itself or in any location using a mobile device. This makes video collaboration user-friendly, inexpensive and highly effective.

### Instant messaging

In working environments with large numbers of e-mails and countless time-consuming phone calls, IM has become an indispensable technology. IM connects individuals or groups in real time, allowing your staff to participate and contribute freely but without distracting them from their current tasks. At the same time, it eliminates misunderstanding in verbal communication and archives the correspondence for future reference.



Technology-based collaboration can incrementally increase your personal productivity because it simplifies co-operation. Ultimately, such enhanced collaboration has a positive effect on the performance of individuals and team members. It not only contributes to greater job satisfaction, but also improves the result of the work.

## Multimedia conferencing

UCC turns conferences into a broader, more productive experience since it makes video and Web conferencing possible in addition to teleconferencing. All these functions are accessible everywhere, not just in one office location. The biggest advantage of video conferencing is the ability to communicate with employees who are traveling, working outside the office or at home. It allows them to stay in touch with colleagues and to maintain social contacts wherever they are.

In addition, a conversation that begins as an audio conference can easily be converted into a web conference if someone unexpectedly has to share a document with the others. Such multimedia conferencing solutions allow your teams to collaborate in a completely new way. This results in faster decisions, closer working relationships, better cost controls and increased productivity.

## Application and desktop sharing

Multimedia conferencing tools permit the confidential and secure use of a variety of services via a common, intuitive interface, such as user-friendly audio, video and web conferencing. As a participant in „presentation“ mode you can share detailed information (such as documents, figures, analysis, or even applications) from your desktop, without having to transfer the data to another device. Sessions can be recorded and distributed for future

reference, including the conversation history, any images and shared data.

The possibility of forwarding information via the internet, even from different locations, allows multiple users to work simultaneously on a document or project. You can share everything you see on your screen with others, regardless of the applications that you are running. You don't even need to have the same applications installed on your devices. This is possible because what you are transferring is a real-time image of your computer screen display.

Application and desktop sharing saves you the inconvenience of having to describe something that your colleagues cannot see. Now they can look at it themselves and then comment on, or respond to it. This provides your employees with an efficient and easy method of collaboration.

## Presence status and intelligent availability indication

The presence function was originally part of the instant messaging solutions and is now a central aspect of UCC. It indicates the presence or the status of other colleagues and shows whether they are currently available or not. Presence information is generally integrated directly within office applications and other programs. Contact can be made to numerous other devices in the form of landline or mobile calls, or by IM or e-mail, from a single integrated interface.

The ability to see the status of colleagues - for example, whether they are available, away from their desk, in a meeting or on the road - is very helpful because it allows the most appropriate contact method to be selected. This concept of UCC „smart availability“ has a significant impact on the efficiency and productivity of your entire workforce.

## Team collaboration

Many major UCC providers such as Avaya, Cisco, Microsoft or Mitel offer team collaboration solutions which are integrated within the existing UC solutions and therefore represent a useful enhancement. The focus of all solutions is on facilitating team communication across various channels. If features like chat, video and screen sharing are desired in addition to telephony, then team collaboration solutions offer an ideal platform in the business environment, with similarly intuitive functionality as the WhatsApp Messenger. There are many ways to use a team collaboration solution to enhance efficiency. These include cross-departmental project teams, or teams in which external individuals can be included. Some solutions offer a standardised Web-API which can be used to connect many different customer applications. This helps you to create business-triggered communication and make your business processes even more efficient.



Application integration is a critical success factor in the optimal introduction of UCC. Compatibility with existing desktops, integration of data directories and linking to industry applications all contribute to its comprehensive use and rapid user adoption.

## Integration of enterprise applications

The full benefits of UCC solutions can only be experienced when they are integrated into the user's work context. Such integration examples include the provision of presence information in third-party applications and processes as well as the possibility to trigger communication directly from enterprise applications (ERP, CRM, etc.). Incorporating communications technologies within your enterprise applications facilitates faster decision making and therefore helps streamline your business processes.

For example, a virtual „business card“ function within a CRM system or database application helps your employees - with a single click in the application - to access it immediately, to communicate and to work together. Employees no longer have to switch back and forth between different applications. The equivalent functionality is embedded in their application, unifying the desktop and communication infrastructure.

## Integration of mobile devices

Tablets and smartphones are an integral part of office applications. The „Mobile First“ approach means that mobile devices are now a central element in the UCC environment and are fully integrated into the communication solution.

The possibility to integrate these devices, regardless of the location of the user, promotes flexible work models and allows better business continuity planning.

Intelligent routing enables device-to-device communication in a format that adapts to the work style of the user and the connections available. Your employees can simply login from any location on their device of choice and inform their colleagues about their presence and their availability status. They can communicate from wherever they are at present and securely access corporate data.



More and more UCC applications have been introduced in recent years. A suitable voice-ready infrastructure is required to take full advantage of the added value yielded by UCC applications. If required, we can design and implement the necessary network and also deliver a superior on-premise, hybrid, or cloud-based platform, including gateways, session border controllers and user endpoints.

### End users or „edge“ devices

In the world of sophisticated, collaborative multichannel user applications, the telephone still plays a key role in many companies. However, this basic functionality is still evolving, and so we are continually adapting it to the modern workplace. Damovo offers IP-terminals or conference terminals which can be used in H.323 or SIP environments. Digital terminals, wireless IP phones, DECT or IP-DECT - each model offers a certain scope of functionalities to different types of users.

We deliver different workplace equipment depending on the target group (mobile workers, clerks, management, contact centre agents, etc.). Our objective is to achieve a favourable cost-benefit ratio for your company while optimising the user experience.

We also offer you other end-user communication devices (for example webcams, IP intercoms, various high-quality headsets and other hands-free devices) to meet your individual needs.

### Servers and gateways

Our certified partnerships with the leading UCC providers allow us to select the right solution for you while never losing sight of profitability, scalability and flexibility.

We have different server options for providing communication solutions based on your individual needs. These servers can be offered with different redundancies and associated SLAs.

We understand your business requirements and design the solution architecture to meet your individual security needs.

We can assist you in implementing an integrated IP/SIP network, and help you, if required, in choosing your own enterprise session border controller which incorporates firewall, gateway and router features.



Damovo delivers technology-enabled business efficiencies to enterprises around the world. Our customers benefit from our 40 years of experience, expertise and ecosystem of industry partners.

Through our consultative approach (understand, deliver and improve) we work with our customers to explore how technology can support their business objectives now and into the future. Our portfolio includes solutions around Unified Communications and Collaboration, Enterprise Networks, Contact Centres, Cloud Services and Global Managed Services.

Damovo has regional offices across Europe and a global capability spanning over 120 countries. Whatever the sector and wherever the geography, we give our 2,000 customers the tools they need to accomplish continuous business improvement.

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Our UCC experts are fully trained and highly qualified



Our customers benefit from our more than 40 years of experience in providing real-time communication solutions



We manage over 1 million UCC ports worldwide



Only ICT provider in Europe that has the highest level of accreditations with all four of the leading UC suppliers in the Gartner Magic Quadrant.