

Evolving Best Practices for UC Solution Implementations

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Presenter: J.R. Simmons

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Many UC Project Needs are the Same

- Define Roles & Responsibilities
- Client-led Project Management
- Clear SOW
- Change Management
- Executive Sponsorship
- Quality Vendors



How Is UC Different

- More integrations
- New tools and processes
- Increased complexity
- Expanded teams
- Multi-media & mobility



Strategy and Options

■ Define goals

- Technology Update?
- Reduce Risk?
- Improve Productivity?
- Save money?
- Change business processes?



Strategy and Options

- Hosted / cloud
- On-premises
- Hybrid



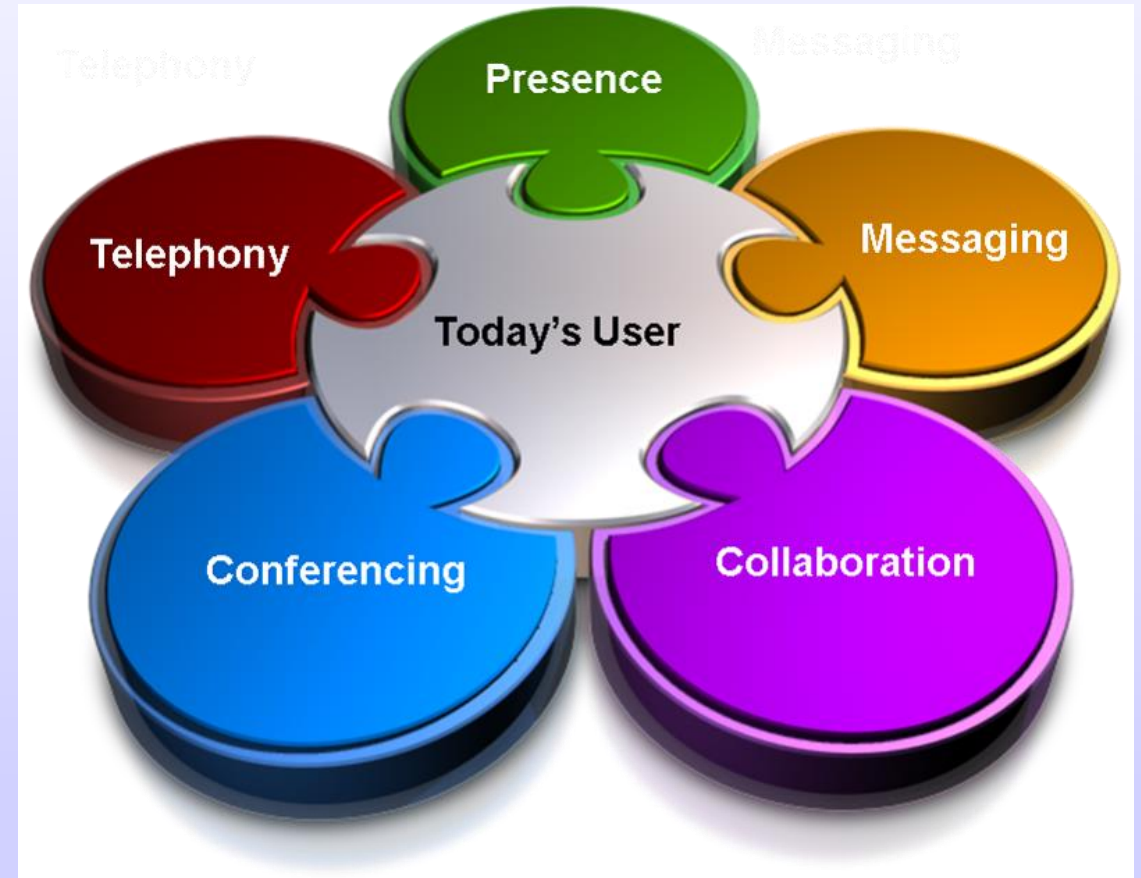
Strategy and Options

- Best of Breed
or
- Single vendor



Planning

- Use Cases Better than Feature Lists
- Know your business culture



Planning

- Create a clear communications plan
- Why Change?
- Use project champions



Planning and Preparation

- The right team
- The whole team
- Vendor partners
- Involve the business



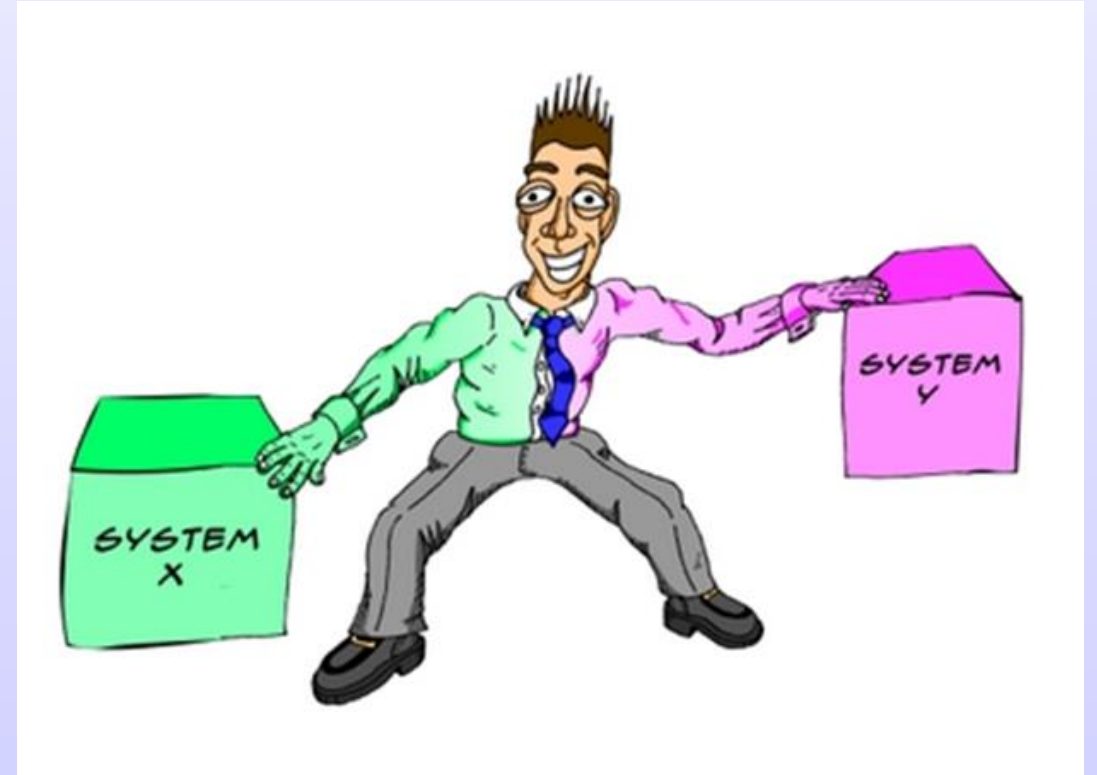
More Planning

- Multiple user tools
- Integration Design
- New diagnostic tools
- Don't make assumptions



Integration

- Upgrades required?
- Test Interoperability
- Not all “clouds”
work together



Deployment Options

■ Roll-out

- Overlay UC?
- All new capabilities at once?
- Voice first, add UC later?

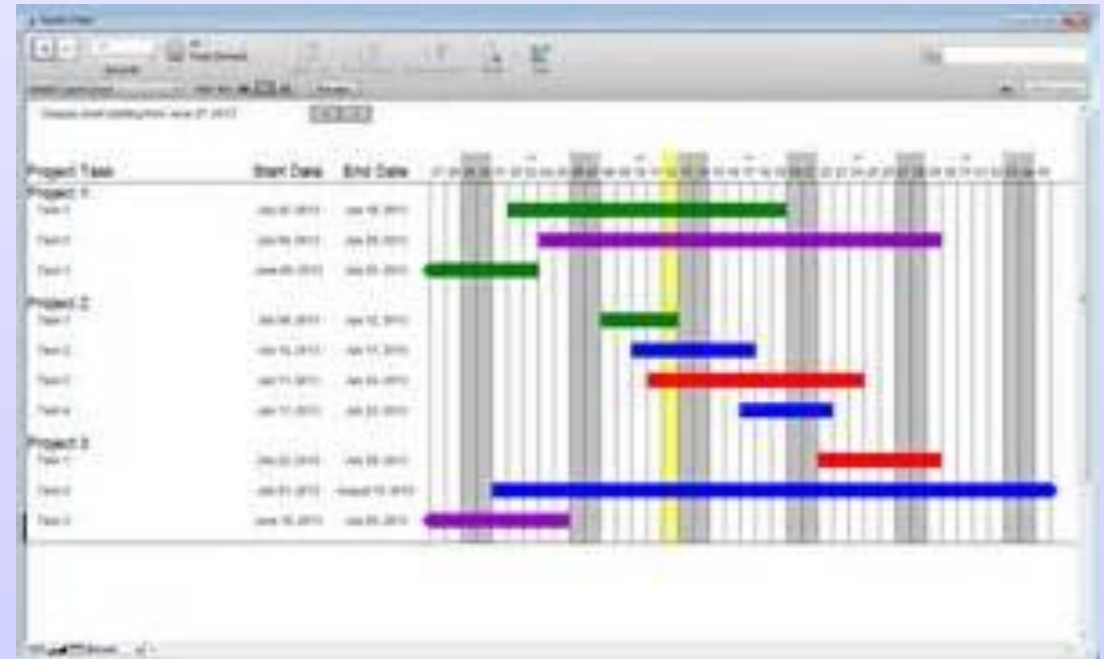
■ Cutover

- By location, by department, by collaboration groups?



Preparation

- Customers do much of the heavy lifting:
 - Database gathering
 - Network preparation
 - Desktop software
 - Carrier services
 - 3rd Party Coordination



Budgeting

- Know what you need
- Recognize your “nice to haves”



Budget Issues

Professional Services:

- Largest fluctuations
- Source of change orders



Budget Impacts

- Quality Headsets cost as much as phones



Budget Impacts

■ Licences

- Bundles are Common
- Unneeded Extras?
- Some A' la carte adds



Testing

- Extended Pilot
 - Proof of Concepts
 - Lessons Learned
- Adjust plan



Testing

- User Acceptance Tests
 - Is this what I asked for?
 - Is this what I want?
 - Is it easy to use?



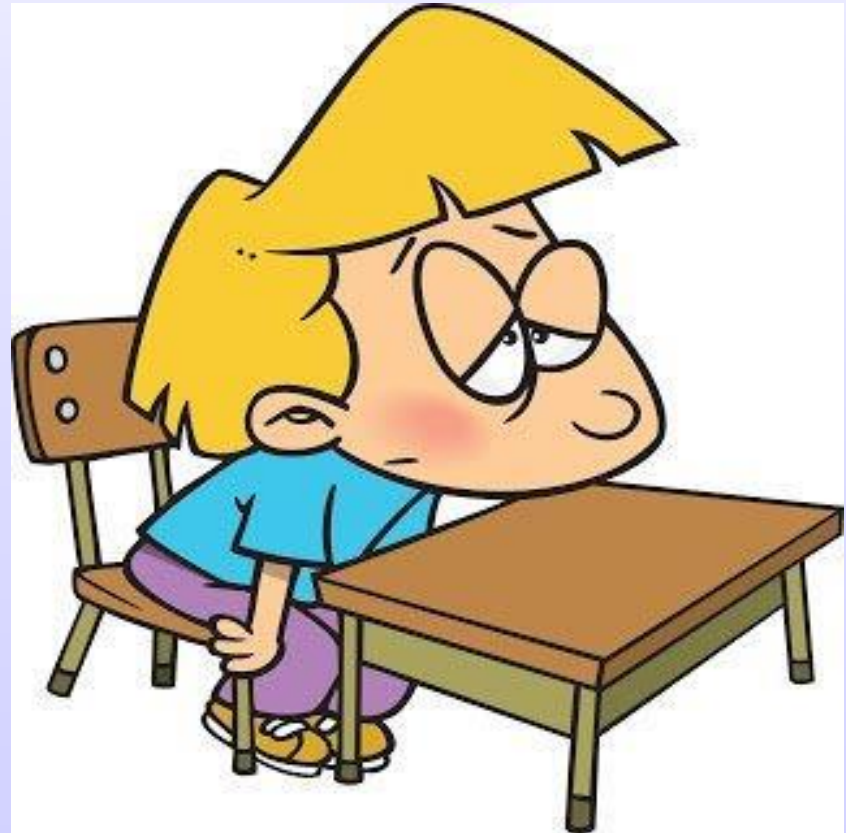
Training

- Keep it light and fun
- Customize to audience
- Don't overwhelm users
- Be time sensitive



Training

- Small bites
- “Phased” training
- Multi-media training



Training

Excellent results occur when:

- Just in time
- In person
- Hands-on



Cutover

- Pre-Staged
- Typically phased
- Mid-week cutovers



Cutover Issues

- Common Problems:
 - Carriers & porting
 - Resources change
 - Integration failure
 - Network impact



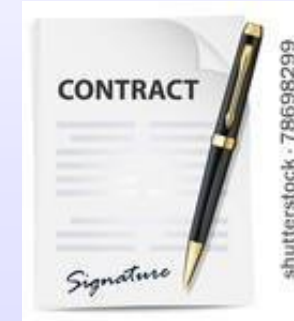
Post - Cutover

- Managed Services?
- Internal Support
 - Technical training
 - Blended help desk



Acceptance

Include criteria in the contract



Has this criteria been met?



Includes final payment milestone



THANK YOU!

Questions?

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