

**Many companies use the term “Unified Communications” but few actually understand what it means for a successful implementation experience. Voice over IP, IP Telephony, Integrated (Unified) Messaging systems, Video Conferencing, TelePresence systems, Call Centers are all buzz words and integral pieces of a Unified Communications opportunity.**

But each of those “pieces” is merely an application. The network itself is the most important piece of the Unified Communications puzzle.

NDC helps enterprises take advantage of the profound opportunities created by unified communications functionality. Unified communications brings transformative opportunities to businesses by integrating communications directly into business processes. Correctly deployed, the result will be to improve cycle times, reduce steps, and cut staffing requirements. However, as with any infrastructure-altering change, new techniques and processes will need to be conceived and implemented. And that’s where we come in.

NDC helps enterprises with strategy, opportunity assessment, equipment selection, deployment planning, and implementation management. We have developed frameworks for many levels of engagement. These range from fixed price projects such as a one-day review of plans or a one week opportunity assessment overview, to more extensive planning or implementation assignments conducted within a managed work-plan on a time and expenses basis. While we have frameworks that assure projects meet your objectives comprehensively and efficiently; we tailor the methodology of each assignment to your specific requirements.

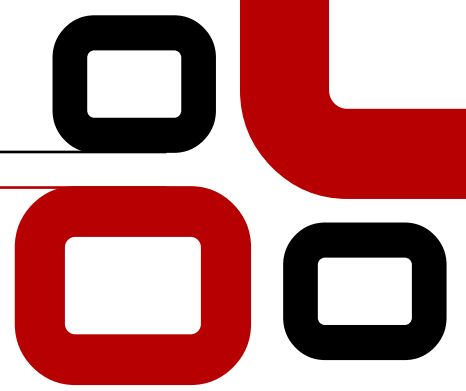
The lines are becoming more blurred between voice inter-networking and video inter-networking. No matter which pieces of the UC puzzle you are looking to implement or increase awareness on, we are there to help.



- ❑ UC Strategy Planning - We help you understand the emerging opportunities for UC in your business and create a tailored roadmap to success. Our framework includes understanding your company’s business environment and goals, identifying likely areas for transformative change, and creating an action plan. We can create the strategic plan for you, or review plans that you have created internally or with the help of a vendor partner.
- ❑ Opportunity Assessment - In many cases, UC is best done by pinpointing key opportunities to change specific business processes. We help by reviewing your businesses processes, identifying specific areas where UC will have a major impact, and developing the business justification for moving forward.
- ❑ Application Design and Deployment Planning - After a strategy has been determined and areas of opportunity have been identified, we work with you to tackle specific projects to assure successful implementation. Our expertise in working with other firms has helped us understand the factors that can assure success and meeting goals. We can apply that experience to identifying specific application opportunities and then developing an action plan for implementation.

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- Equipment and Vendor Selection -- Where the planning reveals that new equipment or vendor partners are needed, we can help. As an independent company, we have no business connections with any supplier. In addition, our frameworks incorporate techniques developed over several decades to assure that the systems and partners are most suitable for your needs. Ask about some of the specific ways that our approach assures the best possible selection.
- Implementation Assistance - We provide a range of services to help assure a successful implementation. While we do not install new systems, our services range from reviewing plans, to participating in key meetings, to being responsible for vendor or project management.
- Change Management - Successful identification and implementation of UC capabilities often requires changes in current business practices. In many cases, management and staff will be more comfortable with existing procedures. We devise comprehensive programs to help your team embrace and own the new methods, and thereby achieve the business results desired.
- Education - We provide a variety of education services, and programs designed specifically for your company. Often a strategy, assessment, or implementation project will include an education component -- for the internal project team, or for senior management, to help them understand the opportunities and the approach. While we have existing programs that are generic, we prefer to spend a few days customizing the details to fit your particular situation.

Some of our engineers have provided formal training on these very technologies to the companies who build the systems themselves (Cisco Systems).