- Get started with UC NOW
- Build critical user experience with new tools

- Begin organizing for, and providing input to, business and architecture strategy and planning efforts

- Understand the "art of the possible" with UC
- Gain a thorough understanding of unified communications capabilities by deploying a pilot project

UC RapidStart: Beginning the UC Journey Now

Turning the potential of unified communications into business results

What is UC RapidStart from Aspect?

Creating a unified communications (UC) strategy and turning it into an actionable plan can be challenging. You may encounter confusion about what functionality and capabilities to deploy, where to deploy them, and how to identify and address the many IT and business decisions that will impact your organization. Having a comprehensive strategy, architecture, and planning process in place is critical to the success of your unified communications journey. But sometimes the greatest challenge is just getting started. There is no better way to begin than by putting the power of unified communications in the hands of your people and letting them experience the benefits first hand, right now.

UC RapidStart from Aspect helps organizations jumpstart their UC journey by deploying a Microsoft Lync pilot to an initial group of users. Aspect then provides introductory workshops on business and IT strategy to help expand your understanding of the possibilities and position you to move forward into subsequent activities surrounding detailed planning, architecture and design.

Aspect is widely recognized for its proven ability to unify disparate communications applications and to successfully deploy complex mission-critical voice technologies. This experience, combined with its strategic alliance with Microsoft, enables Aspect to provide its customers with an unparalleled level of expertise. Aspect's comprehensive set of UC professional services offerings range from business and IT strategy to implementation and integration of UC into key business processes and applications, to developing user adoption strategies and deploying UC capabilities throughout an enterprise.

UC RapidStart from Aspect offers customers a very low risk, low cost opportunity to begin experiencing the power of unified communications today.

Immediate Benefits of UC RapidStart

The UC capabilities provided by Microsoft Lync streamline communications between people and organizations. The pilot combines presence (the cornerstone of unified communications), with instant messaging, internal conferencing, and voice over IP (VoIP) in an integrated, intuitive system.

From an IT perspective, UC RapidStart enables you to assess how the technology functions in your enterprise's home environment, as well as take the first step toward significantly lowering your total cost of ownership (TCO). From a business perspective, you'll see rises in individual productivity and accelerated business results through enhanced communication and collaboration.

Not only will UC RapidStart have your pilot system up and running in a matter of weeks with a minimal investment, but you'll be positioned for successful deployment and user adoption throughout the entire enterprise.

Service Overview

UC RapidStart is a packaged service offering, designed to support a Microsoft Lync pilot deployed to an initial group of users within your enterprise. Aspect will manage the end-to-end deployment of your UC RapidStart program. We'll help you target and select a user group, configure and integrate the environment by leveraging your existing technology investments, and collaborate with your IT and user teams to provide training, support, and strategy workshops.

What's Included:

- **Initial Deployment** – Aspect will work with your IT team to install, configure, and deploy Microsoft Lync to your designated users, integrating Microsoft Lync's voice capabilities into your production PBX system, and ensure that all features are functioning properly.

- **Business Strategy and Deployment Workshop** – Experienced Aspect UC professionals will facilitate a two- to three-hour workshop with key business and IT stakeholders in your enterprise to help establish a framework for ongoing discussions of UC opportunities.

- **Architecture Strategy Workshop –** Aspect will facilitate a two- to three-hour workshop with key IT stakeholders responsible for UC technology design and implementation, touching on IT considerations in a UC deployment and laying the groundwork for future discussions.

- **Knowledge Transfer and Training** – Aspect will work with your IT and user teams throughout the engagement to transfer knowledge and prepare them for the next steps in the UC journey, including a "train the trainer" session on Microsoft Lync.

Related Services

- **Unified Communications Strategy and Business Case Services**
- **Unified Communications Architecture Planning and Design Services**
- **Unified Communications Implementation, Integration, and User Adoption Services**
- **Unified Communications Business Processes Consulting Services**

- **Post-Production Review and Action Plan** – Aspect will work with your IT team to conduct brief interviews with pilot users to gather and report feedback on features, benefits, and opportunities for enhancing the results and performance of business processes using UC. This feedback will help us work with you to define and launch the next steps in your UC journey.

Take advantage of this opportunity to experience the power of unified communications today! UC RapidStart from Aspect is a very low-cost, low-risk way to introduce your enterprise to the benefits of unified communications.

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About Aspect

Aspect is the only software company with a fully-integrated interaction and workforce optimization platform for enterprise contact centers globally that need to profitably (and seamlessly) orchestrate people, processes and touch points in an era when the contact center is the new center of the customer experience. For more information, visit **www.aspect.com**.