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Unified Communications and Collaboration (UCC)

Ensuring that communication tools and technologies work together for a better collaboration experience

Why are collaboration methods changing?

Remote & flexible work
After the pandemic experience **remote work** has grown, and employees require tools that enable **collaboration anytime, anywhere**

Centralized tools
Value is added by having a **centralized environment for all collaboration tools**, optimizing employees' daily needs/routines

Legacy hardware
Service providers are starting to **decommission legacy infrastructure**, investing on new solutions that can leverage digital transition

Transition to cloud
Reducing on-prem infrastructure and adopting cloud-based UCaaS solutions can **reduce silos, enhance scalability and optimize costs**

The increasing use of UCC tools is motivated by the current digital transformation that urges organizations to modernize their infrastructure and drive their employees to change the way they work and collaborate.

Organizations drivers

- Elimination of on-prem equipment and maintenance costs
- Simplified vendor management
- Unlimited scaling ability

Companies have identified up to **30% cost savings** related to remote work

40% of organizations will rely on cloud office suites by 2025
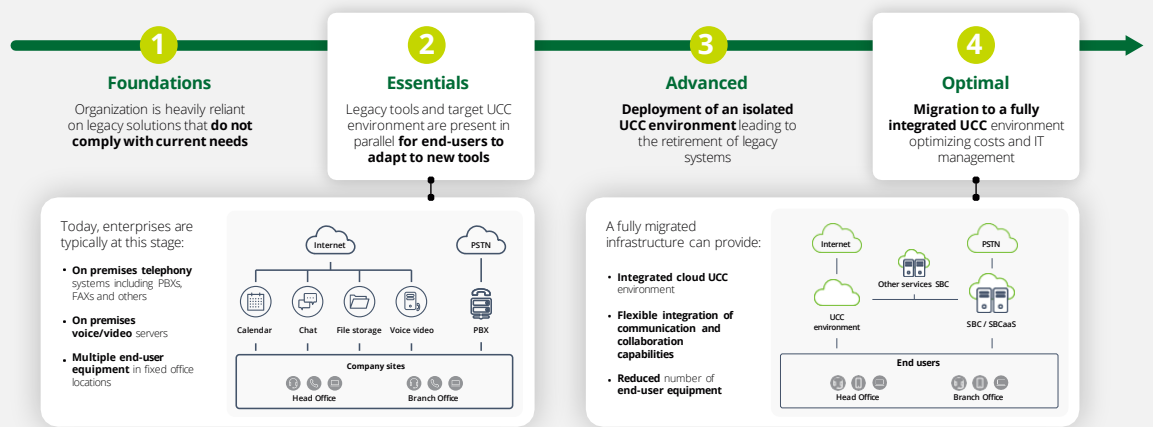(Google Workspace and Microsoft Office 365)

Users drivers

- Greater flexibility at the workplace
- Single collaboration environment
- On-the-go availability with a multi-device app

84% of organizations were able to **increase employee productivity** by deploying UCC platforms

>70% of workforce is estimated to work at least partially from home by 2025

How are collaboration methods changing?

The global pandemic scene has motivated enterprises to innovate their collaboration and communication tools in order to adapt to a new normal, largely characterized by remote working requirements. The digital transformation journey aims to retire legacy solutions, centralize operations, optimize costs and simplify IT management.

1 Foundations
Organization is heavily reliant on legacy solutions that **do not comply with current needs**

2 Essentials
Legacy tools and target UCC environment are present in parallel **for end-users to adapt to new tools**

3 Advanced
Deployment of an isolated UCC environment leading to the retirement of legacy systems

4 Optimal
Migration to a fully integrated UCC environment optimizing costs and IT management

Today, enterprises are typically at this stage:
- **On premises telephony** systems including PBXs, FAXs and others
- **On premises voice/video** servers
- **Multiple end-user equipment** in fixed office locations

Internet / PSTN
Calendar · Chat · File storage · Voice video · PBX
Company sites — Head Office · Branch Office

A fully migrated infrastructure can provide:
- **Integrated cloud UCC** environment
- **Flexible integration of communication and collaboration capabilities**
- **Reduced** number of end-user equipment

Internet / PSTN / Other services SBC / UCC environment / SBC / SBCaaS
End users — Head Office · Branch Office

Deloitte experience and expertise

Transformation journey can be demanding as organizations strongly rely on:

Legacy equipment
Dependency on equipment such as FAXs, PBXs, Analogue GWs

Local IT setups and contracts
Configurations locally implemented and local service providers agreements

A **sustainable journey** can improve infrastructure by:
- **Integrating PSTN telephony** into UCC environment
- Identifying **integration scenarios for business essential legacy equipment**
- **Decommissioning legacy systems** and **centralizing operations** without impacting user's workflow

Deloitte has valuable experience in UCC, from **designing the solution** tailored to client's requirements, to **supporting all stages of migration.**

~350 sites under transformation journey

~14 300 users in scope for migration

End-to-end business transformation
Covering all the steps of UCC transformation

Industry partnerships
Partnerships with leading provider of ICT system integration

Implement and operate
Support implementation and operations teams to ensure continuous management of the solution deployed

How can Deloitte help?
Who are we?

- Leading global provider of **business and technical advisory**
- Enterprise and Telecom expertise in **project management** and **business process transformation**
- **gTEE – Global Telecom Engineering Excellence** engineers dedicated to **designing and implementing UCC solutions**

- **Multidisciplinary teams** combining technical expertise with strategic **consulting** skills
- Independent and personalized advisory working in a close **agnostic cooperation** with major **vendors**

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