

# UNIFIED COMMUNICATIONS & COLLABORATION

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THE EVOLUTION (AND REVOLUTION)  
IN THE WORKPLACE



**BLACK BOX®**



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## 03 | TEAMING IS KEY TO SUCCESS

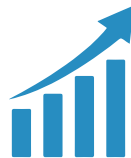
Successful enterprises know their competitive advantage lies in their workforce and today's workforce is the most diverse ever with four generations working side by side. The result of this workplace evolution is a communications revolution. Each generation has a preferred way to work and collaborate from face-to-face meetings and phone calls to chats and messaging. On top of this, today's workforce also expects greater choice and control over how, when, and where to work .

Innovative companies know that to stay competitive and to attract and retain employees, they need to create a workplace that's adaptable and flexible to accommodate individual needs and preferences. These visionaries have learned how to effectively leverage their diverse workforce to create a teaming environment that maximizes productivity, efficiency, and effectiveness while encouraging brainstorming, information sharing, and collective problem solving.



**5X**

Companies that promote true teaming and collaboration are five times more likely to be high performing.



**4X**

Companies that communicate effectively are four times more likely to retain the best employees.



**41%**

of employees have higher levels of satisfaction when given the choice over when, where, and how to work.

## 04 THE THREE DRIVERS OF TEAMWORK



**Unified Communications & Collaboration enables all-in-one:**

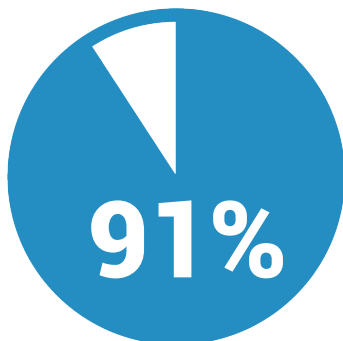
- 1 Calling
- 2 Meeting
- 3 Collaboration

### A Competitive Edge

In any enterprise, teamwork is the difference between success and failure. Great teams have the ability to leverage different communication styles to quickly align around common goals and desired results to make informed, relevant, in-the-moment decisions. While the multi-generational teams of today may have different ways of communicating, they all leverage technology to quickly engage, share, and collaborate from any device and any location.

### Complex Problem-solving

Collaboration tools deliver significant value. By enabling the sharing of key data to all meeting participants through a dynamic workspace platform, stakeholders can make informed decisions from any location giving enterprises a competitive edge in their interactions with each other and clients. An all-in-one platform that delivers calling, meeting, and collaboration tools drives productivity, increases efficiency, and promotes complex problem-solving whether meeting participants are in the same building or across the globe.



Agree or strongly agree that engaging in information or data in a more interactive and immersive way would help complex business problem-solving.

Successful enterprises know that teaming has a large impact on profitability, productivity, and innovation.

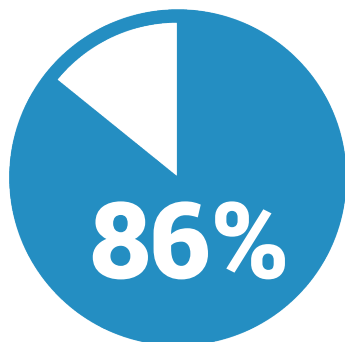
So how do modern enterprises enable collaboration?

The reality is that most enterprises don't have a single collaboration tool leaving individual teams to forge their own way, often leading to numerous, incompatible solutions across the enterprise.

This is the silo effect where different departments use disparate—often, legacy—communication applications that don't integrate well with each other and don't support mobile devices. While communications within individual teams may be efficient, effective communications between teams fail and overall productivity across the enterprise is hampered.

What enterprises need is a single, corporate-wide teaming solution that enables transparency and drives better results.

*The solution is* **UNIFIED COMMUNICATIONS & COLLABORATION**



of executives cite lack of collaboration or ineffective communications for workplace failures.



of knowledge workers left their previous employer partly because the workplace was not optimized for them.



## 06 | HOW TO BEGIN YOUR UC&C JOURNEY

When you team with Black Box, you're taking the first step to making seamless collaboration across your enterprise possible. Transform the way people work—and your business—with an all-in-one calling, meeting, and collaboration solution that brings teams together from anywhere and from any device.

We know migrating to a new communications system can be a daunting task. That's why we offer you multiple solutions from world-class partners. We'll also help you choose the right consumption model for your organization whether it's a traditional premise-based solution, an easily managed cloud solution, or a highly scalable hybrid solution.

You can depend on our commitment to making your UC&C journey a successful one. From the initial engagement through optimization and ongoing management, we're with you every step of the way. We personalize each client engagement and map technology requirements to team-oriented solutions. We'll take you from where you are with traditional communications to where you need to be to drive digital transformation.



# 85%

of employees say state-of-the-art technology makes them more productive.



## Modern UC&C Offers All-in-One

- Calling
- Meeting
- Collaboration

## Teamwork & Collaboration Leverage Technology That Is

- Mobile-first
- Optimized for video
- Accessible from multiple devices

When you centralize on a single teaming platform, productivity increases and teams can more easily work toward common goals and spend less time on figuring out the best way to communicate.

Modern UC&C solutions integrate calling, meetings, and collaboration enabling teams to communicate, share, meet, and work on one unified platform. Today's UC&C solutions ensure that each and every capability is available on every device whether it's a laptop, smartphone, tablet, or desktop computer. UC&C enables teams to collaborate on the right device and at the right time, no matter where they are. Whether you need to share files, send messages, stream videos, or simply want to discuss projects, a modern UC&C solution is up to the task.



As a trusted leader in UC&C, Black Box offers a robust portfolio of best-in-class solutions from industry leaders such as Avaya, Cisco, NEC, Unify, and more. By partnering with the best in the business, we can help you choose the solution that's right for you. We maintain comprehensive certifications from multiple partners so you can leverage the right functions, user experiences, mobility capabilities, and interoperability for your organization regardless of its size, geographic footprint, and business model.

**AVAYA**  
**CISCO**™**NEC****RingCentral®****UNIFY****8x8**



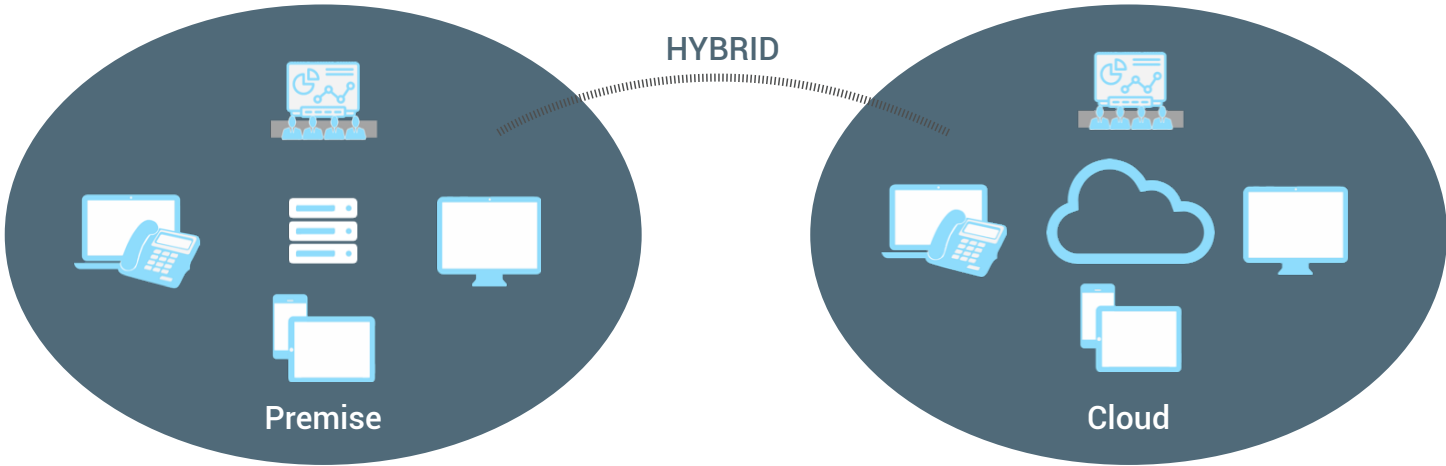
# 09 | THE RIGHT CONSUMPTION MODEL

We'll work with you to implement the right consumption model for your organization—from traditional premise-based solutions and easily managed cloud solutions to highly scalable hybrid solutions. Each offers advantages that align with different business models and drivers.

- Premise-Based Solutions**
- Customizable
  - Real-Time Internal Updates
  - CAPEX Model

- Cloud Solutions**
- Reduced Costs
  - OPEX Model
  - Easily Scalable
  - Dispersed Footprint/  
Mobile Employees
  - Business Continuity
  - Automatic Updates

- Hybrid Solutions**
- Best of Both Worlds
  - Dynamic Enterprise Applications
  - Separate Sensitive Data
  - Big Data
  - Flexibility
  - Temporary Capacity

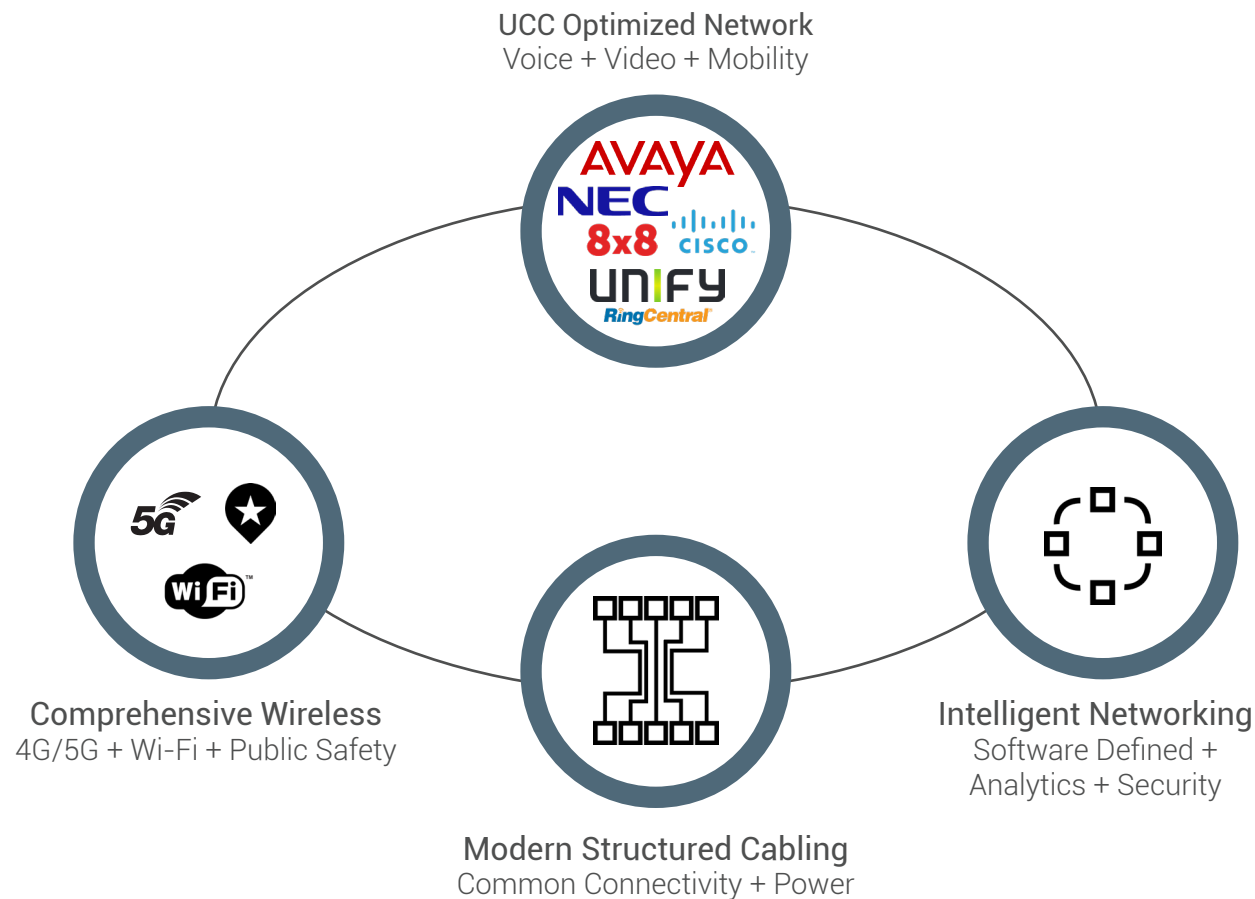


# 10 | OPTIMIZED FOUNDATION

With mobile-driven and video-first attributes, UC&C can be demanding on the network. But we ensure every UC&C solution is supported by a mission-critical infrastructure that is tuned for optimum performance. We optimize your network to create a solid foundation for your UC&C system as well as other applications.

## Your optimized foundation includes:

- Structured cabling with new levels of bandwidth and power
- Intelligent networking with software-defined capabilities, analytics, built-in security, and carrier connectivity
- Comprehensive wireless including Wi-Fi, Bluetooth, 4G LTE/5G, public safety, and two-way radio
- A network with data-intensive voice and video capacity



We know migrating from a legacy communications system to a modern UC&C system can be challenging. That's why we employ a robust design, deploy, and manage methodology. You can depend on our expertise and our commitment from the initial engagement to ongoing management. We maintain a global team of technicians enabling us to implement demanding single-location solutions as well as solutions that span hundreds of locations with consistency, speed, and agility.



## DESIGN

From governance to engineering and logistics, we'll take care of all the behind-the-scenes planning to make sure your implementation goes smoothly and is successful. That includes discovery, site surveys, network assessment, ROI, and SIP design.



## DEPLOY

UC&C deployments are a Black Box specialty. We have more than 2,300 technicians that have managed more than 12,000 deployments in the last year. While many people think of deployment as what happens on Day 0, there's a lot more to it. It's all the careful planning including logistics, staging, testing, and setting up a command center as well as decommissioning equipment. On Day 0, Day 1, and Day 2, we're there to ensure a smooth cutover with minimal disruption.

In addition, Black Box offers our proprietary bMigrate method enabling cutovers of one device at a time in mission-critical 24/7 environments.



## MANAGE

Black Box knows how to manage UC&C systems. We currently monitor more than 1.5 million ports every day from our multiple NOCs.

From basic maintenance to advanced monitoring, we can provide simple Day 2 Support to full system management and monitoring. We offer standard support packages as well as custom managed edge services. When you engage with Black Box, you can truly leave the technology to us including on-site and remote monitoring, maintenance, and troubleshooting—all with best-in-class service.



# BEGIN YOUR UC&C JOURNEY

Ready to take the next step? Together we with can chart a course to deliver better teamwork through Unified Communications & Collaboration. We'll work with your team to discover the right UC&C solution for your enterprise, business drivers, and business model. Black Box is the trusted partner that can take you from where you are to where you need to be.



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