



# Unify<sup>2</sup> Adoption Services

## Practice Overview



The switch from legacy telephony to unified communications is a high hurdle for many enterprises, and changing the way workers conduct meetings from physical locations to online is an even steeper learning curve. Unify<sup>2</sup> Adoption Services are designed to lay groundwork for increased user satisfaction, improved productivity and to help our Enterprise Customers realize their ROI in a shorter timeframe.

## About Unify<sup>2</sup>

Unify<sup>2</sup> is a global Microsoft Unified Communications system integrator and independent solution vendor. It was founded by former Microsoft Lync Product Team members, who have deep insight into deploying the Microsoft Unified Communications platform. With the help of Unify<sup>2</sup>, more than 50 enterprise customers worldwide, across diverse industries, have successfully deployed unified communications. Unify<sup>2</sup> specializes in delivering breakthrough operational cost efficiencies and transforming business process outcomes with custom communication enabled business process solutions and proven adoption methods to transform enterprise communications and maximize ROI.

## Contact

For more information about the Unify<sup>2</sup> Adoption Accelerator Program, contact us at: [sales@unifysquare.com](mailto:sales@unifysquare.com), or visit the website at: [www.unifysquare.com](http://www.unifysquare.com)

## Practice Speciality Areas:

### *Guidance on Devices Selection and Implementation*

*Through close partnership with Lync Devices partners, Unify<sup>2</sup> can help our customers select the right devices for specific end user needs out of the gate. The result: a smarter hardware investment, better user experience and audio quality.*

- Pre-deployment devices selection guidance, based on user roles and activities
- Devices pilot programs including devices "demo kits" and educational resources
- Implementation of a supported devices program with helpdesk training
- Setup and management of a supported devices catalog offering if desired
- Assistance with scoping legacy video interoperability options

### *Communications Planning*

*Unify<sup>2</sup> knows how to set the tone for a successful, engaging deployment with end users and how to keep their unified communications experience moving forward.*

- Developing messaging to end users and the cadence for marketing the Lync deployment to an internal audience
- Assistance with implementing instructional Lync content on the company's intranet site
- Development of a "Lync Champions" community to seed Lync adoption and to model best practices



### **User Education & Training**

*Unify<sup>2</sup> provides a role-based approach to user education and recommends options other than classroom training to achieve the best outcome.*

- Small group, demonstrative instruction for key user groups (Administrative personnel, Helpdesk, Executives, Receptionists, Remote workers, sales personnel)
- Online instructor led courses on Lync, customizable to the comprehensive and unique needs of an Enterprise Customer deployment
- 1:1 Executive and Executive Administrative Staff instruction for using key workloads such as Enterprise Voice, Conferencing and Video (including integrated Telepresence)

### **Feedback Programs**

*Unify<sup>2</sup> offers customized feedback mechanisms to help our customers capture real-time user satisfaction information about their deployment and measure where user education efforts are providing the most benefit.*

- Implementation of a customized data-driven feedback program allowing the customer to capture deployment-related user feedback.



**To schedule a UC Adoption Assessment with the Unify Square Adoption Team or to learn more about the Unify<sup>2</sup> Adoption Accelerator Program, [connect with our team.](#)**

## **Helpful Resources**

Unify<sup>2</sup> recommends the [Lync 2010 Customer Adoption and Training Kit](#) found on Microsoft.com

The following resources provide information on the importance of investing in UC Adoption Services.

- [Microsoft IT Uses Lync to Replace PBX Systems in Seven Worldwide Sites](#)
- [Forrester Total Economic Impact Whitepaper](#)
- [Gartner: Microsoft Lync Migrations: Early Reports and Best Practices](#)

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