

Research forecast report

**Migrating to unified communications:
integrating legacy enterprise phone systems**

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Contents [1]

Slide no.

4. **Document map – Executive summary**
5. Users are still very confused about unified communications
6. Companies are looking for hard cost savings from UC, rather than for efficiency gains
7. Service providers are keen to develop hosted UC services
8. **Document map: A single directory is the core of a UC deployment**
9. UC is an aspiration that few companies have realised
10. UC offers many benefits, but they are hard to verify
11. The first step on the road to UC is often provision of secure IM functionality
12. UC systems must embrace mobile in order to be effective
13. **Document map: UC is as likely to be based on the email as on the voice platform**
14. The main UC platform does not have to be the PBX
15. SIP-based PBXs offer the necessary presence management
16. Microsoft email can be extended to UC with OCS

Slide no.

17. An MNO can bring mobile presence information to a system based on OCS and email
18. Lotus Sametime is a UC platform that evolves from IM
19. UC delivered as a hosted solution is appealing to SMEs
20. **Document map: Complexity is an obstacle to UC deployment**
21. Complexity, shortage of IT staff and the need for user education are obstacles to UC deployment
22. Demonstrating ROI in UC can be difficult
23. **Document map: Enterprise voice infrastructure is increasingly UC-ready**
24. By 2014, 30–50% of medium and large companies will have some VoIP infrastructure
25. By 2014, many companies will have no traditional PBX
26. By 2014, 10 million enterprise users will rely solely on mobile phones
27. By 2014, UC spend on calls and connection in Europe will reach EUR3.7 billion
28. **Document map: UC deployment is an integration project**
29. Implementation has to be a step-by-step process
30. To get maximum benefit from UC, re-evaluate how communications support business processes

Contents [2]

Slide no.

- 31. **Document map: Recommendations**
- 32. Recommendations
- 33. **Document map: Author, copyright and key to acronyms**
- 34. Author
- 35. Copyright
- 36. Key to acronyms
- 37. **Document map: List of figures and tables**
- 38. List of figures and tables
- 39. **Document map – About Analysys Mason**
- 40. About Analysys Mason
- 41. Research from Analysys Mason
- 42. Consulting from Analysys Mason

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Margaret Hopkins (Analysys Mason Associate) is Principal Analyst with Exegesys and supplies Analysys Mason with enterprise research. Margaret specialises in fixed and mobile voice and data services for enterprise and SME customers. She has produced research for Analysys Mason in the areas of IP telephony, FMC voice, data services in the WAN, managed services for business, broadband access, network cost modelling and value-added services for residential customers. She has produced a number of reports on areas including Ethernet in the WAN, NGNs and IP local-loop and Internet telephony. She regularly contributes to the international press on a wide range of telecoms issues and has been quoted by the *Financial Times*, *Global Telecoms Business*, *Telecommunications Online* and *Total Telecom*. Margaret has been associated with Analysys Mason for 20 years. She has an MSc in Telecommunications and Information Systems and started her career in the Post Office Telecommunications Long Range Planning Department.

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Document map

Executive summary

A single directory is the core of a UC deployment

UC is as likely to be based on the email as on the voice platform

Complexity is an obstacle to UC deployment

Enterprise voice infrastructure is increasingly UC-ready

UC deployment is an integration project

Recommendations

Author, copyright and key to acronyms

List of figures and tables

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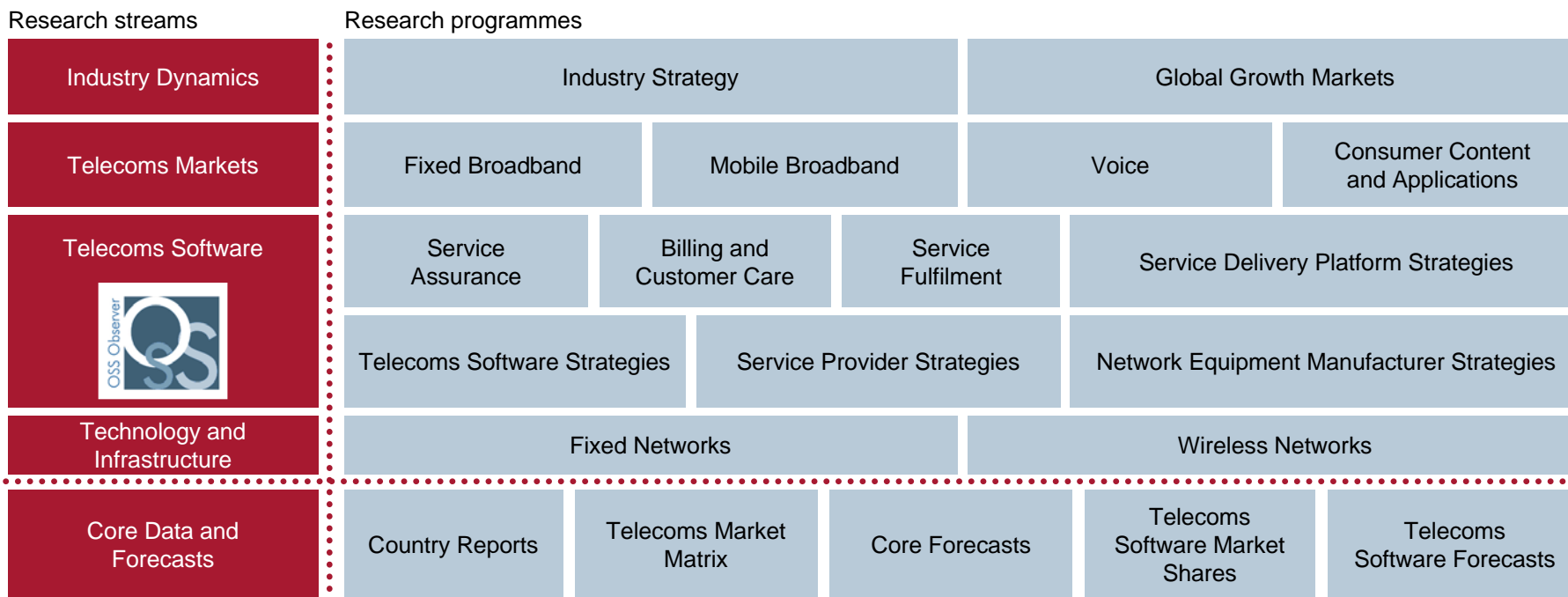
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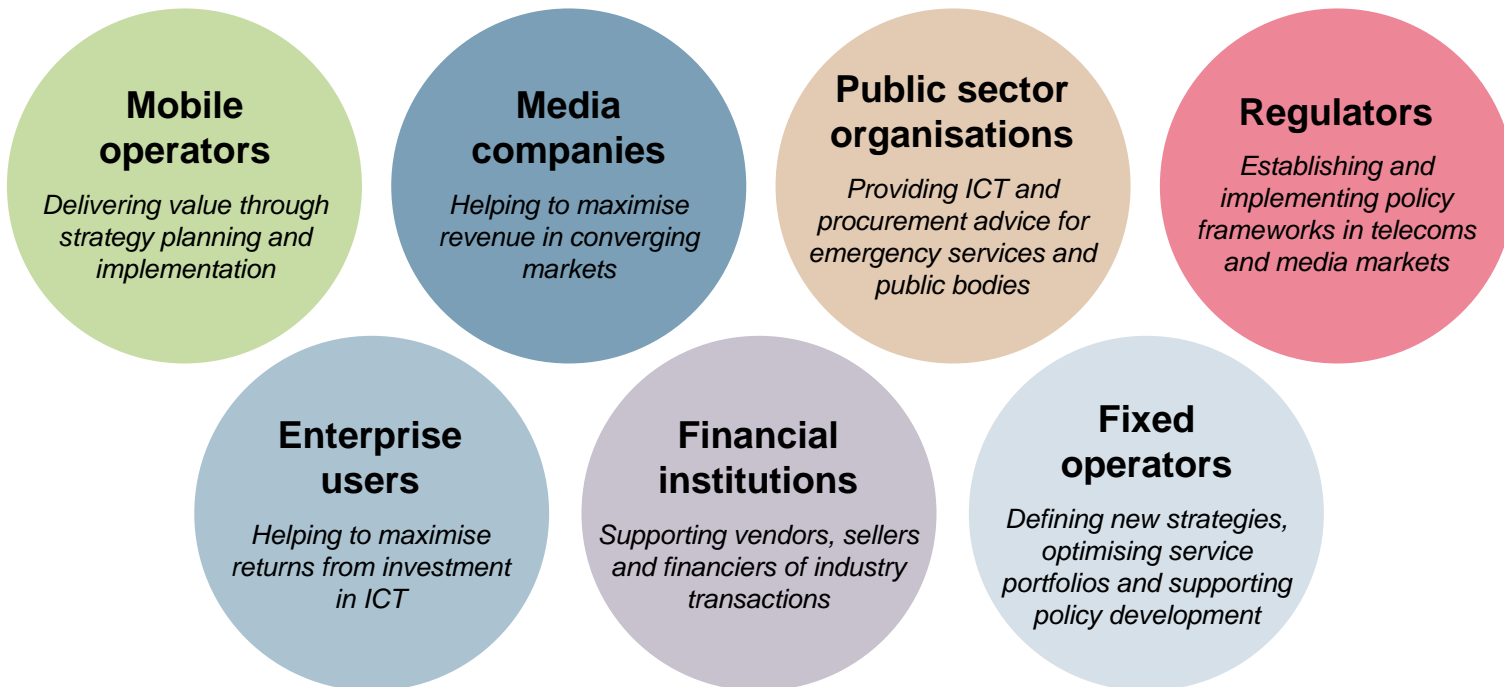


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