

# Introduction to Unified Communications

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# The Definition of UC

- Communications integrated to optimize business processes.

UC is the use of software, hardware and network technology, along with the appropriate training and procedures, to help companies of all sizes manage business transactions and projects, providing an integrated, consistent communication experience for users, resulting in optimized business processes and results.



# Questions

- What elements compose a UC solution?
- What's available now & what's coming in the next 6-12 months?
- What new value will UC deliver?
- Where and when will enterprises apply UC?
- What are the roots of UC, and what current apps/systems are prerequisites?
- Who do you need to work with?