Converged, Reliable Communications for Better Collaboration and Business Productivity
Every business has numerous ways that employees communicate and collaborate from office phones, mobile phones, email and instant messaging to video conferencing and data sharing. In the digital world, where distributed workforces are spending more time working remotely, employees need to communicate and collaborate productively from wherever they are. They need their communication systems to be always available and fully integrated.
Microsoft Unified Communications and Collaboration Managed on an Assured Platform

Companies are working to enable telecommunicating workforces with global connectivity, accommodate mobile workers and customers and embrace new collaboration tools. Yet, they find themselves with a highly complex configuration of applications and interfaces supporting mission-critical communications and collaboration. Managing this complexity can be challenging for companies, especially when they are seeking ways to reduce IT cost. For many this means an increase in unplanned communications outages and communications that don’t meet the expectations of employees and customers who have come to assume anywhere/anytime connectivity. In some businesses, the technology infrastructure is simply no longer able to scale with the business.

Unified Communications and Collaboration (UCC) bring together all of an organization’s communication tools for more productive and effective collaboration between coworkers and customers, wherever they are. These solutions mirror the multi-dimensional ways that people interact with each other and communicate, improving business productivity by integrating how various communication channels work together.

While UCC offers great benefits, the applications within a UCC solution require advanced IT skills, with dedicated teams for integrating individual components, planning and deploying workloads, and monitoring and maintaining infrastructure. Often companies don’t have these advanced skill sets in house, making implementation and support difficult and the risk of business disruption high. Companies need a way to achieve the benefits of UCC quickly and affordably without business disruption and risk.

Market leaders Accenture and Dell have combined forces in a multi-year Joint Initiative (JI) to address this issue. Together, we bring the breadth and depth of the products and services, experience and capability of each of our organizations. This initiative combines Dell’s innovative, robust portfolio of infrastructure, software and services with Accenture’s powerful consulting, technology and outsourcing knowledge and experience. Additionally, the joint initiative will leverage Avanade; a majority owned joint venture between Microsoft and Accenture, for their expertise. Avanade helps customers realize results in a digital world through business technology solutions and managed services that combine insight, innovation and knowledge focused on Microsoft technologies through their more than 21,000 professionals globally.

The solution may include one or all of Microsoft’s unified communication applications: Exchange for enterprise email with web-based and mobile access; Skype for Business including IM and Presence, video conferencing, Skype for Business meetings and telephony; and, SharePoint to store, sync and collaborate on files while easily managing access and permissions. These applications are supported by Avanade’s UCC Managed Services that include assets, methodologies and tools to accelerate delivery, reduce cost, increase quality and improve system uptime. Our assets support purpose built software-driven management, and enable better uptime and automation that reduces costs. Our many tools include an innovative portfolio for assessment, delivery and reporting that accelerates projects and improves quality of results.

Accenture and Dell have teamed to deliver Avanade’s Unified Communications and Collaboration Managed Services (UCCMS) powered by Dell hardware, all on an assured platform. The result is a pre-integrated communications solution offering customers the flexibility to manage UCC in house in a consistent and reliable fashion or outsource it with assured deployment and uptime performance.

Our UCC offering on an assured platform is a fully engineered UCC solution that encompasses hardware, networking, software and management. Running UCC on our assured platform results in high availability and consistent, managed performance. Our Unified Communications and Collaboration platform reduces the deployment time by an estimated 15% over standard solutions. Customers have the benefit of a single point of contact and one deployment contract that leverages the outstanding talent from Accenture, Avanade and Dell services for implementation and integration.

Converged, Reliable Communications

Figure 1: Unified Communications Improve Productivity and Collaboration

Identify and Presence

Instant Messaging and VoIP

Web and Video Conferencing

Application Integration

Teleworkspaces

E-mail

Collaboration

Calendaring and Presence

Messaging

Before

After

Avanade Managed Services

Unified Communication and Collaboration Managed Services

Microsoft Applications

Application

Messaging

Email

Collaboration

Microsoft Dynamics

E-mail

Collaboration

Figure 2: Unified Communications and Collaboration: Before and After

Before

After

Before

After

Contract

Managed Services

Performance Monitoring

Avanade

UCMS

UCMS

UCMS

UCMS

UCMS

UCMS

Figure 3: UCC Solution Attributes and JI Capabilities

Solution Attributes

- Pre-tuned applications
- Proactive and predictive big data analytics
- Performance transparency
- Real-time monitoring of KPIs
- Assured performance that remains to spec over time

Joint Initiative Capabilities

- In-depth UCC knowledge
- Single vendor managed service
- Dedicated team providing 24x7x365 support
Reduce Risk and Do More with Less

Through our companies’ combined strengths we provide a UCC managed service that drives competitiveness, reduces risk and enables IT to do more with less. Overall the solution offers companies lower cost and improved control with deployment options that fit individual company needs.

By connecting users anywhere on any device businesses are better able to collaborate and more effectively work together. Streamlined systems that visually engage users and dashboards and reporting for all levels of business improve worker productivity. Through improved virtual collaboration and productivity, organizations can reap competitive benefits, from increasing the speed with which they get new products to market to decreasing travel costs and reducing the corporation’s carbon footprint.

Reliable application management reduces risk, increases efficiency and provides better support for the business and its customers. The use of pre-tuned solutions, where hardware and software are calibrated to work together most efficiently, reduces or eliminates outages due to improper configuration. Companies benefit from a proactively managed solution that performs consistently as the business needs grow and evolve. Issues and their causes are identified as they happen, allowing for faster mitigation, predictive operations and consistently robust performance.

The managed service helps companies to shift internal labor away from management of complex systems, freeing up talented resources for more value-added activities. With less need for “on demand” IT resources, companies no longer have to staff for surges in capacity needs and can improve resource utilization. This means they can count on more predictable spending while shifting capital expenditure to operating expenditure. Changes to the platform are delivered consistently with low manual effort, verifying that engineering standards are efficiently maintained at a low cost. Companies benefit from improved availability, security and performance and reduced maintenance time and costs through an always-on 24x7 operations team.

Why Dell and Accenture

When it comes to implementing a UCC solution, Accenture, Avanade and Dell bring immense resources and key differentiators to help achieve our clients’ targeted business outcomes. We hold field-tested track records of successful large-scale transformations of service-oriented support models (Figure 5). Our close collaboration allows us to leverage the strengths of our respective organizations for rapid deployment of new technologies with robust support.

Our industry, business process, and technology experience coupled with our unmatched standards across tools, methods and metrics improve reliability and productivity at any scale. Our emphasis on continuous improvement helps us keep improving productivity, precision and predictability. Together, these capabilities mean we deliver reliable, cost-effective, and high-quality products and services that generate measurable business value.

As businesses continue to build faster, more efficient IT capabilities, the Dell-Accenture Joint Initiative will invest in new areas together where our joint capabilities can provide substantial business value for our clients. Accenture Technology Labs, Accenture’s R&D organization, supports such innovation with fresh insights on harnessing promising emerging technologies and trends for the benefit of clients.

Businesses need their communication systems to be always available and fully integrated to support the multi-dimensional way their customers and employees communicate. But, achieving that integration and maintaining high reliability requires advanced IT skills and can be complex and costly. Now there is a way to achieve the benefits of Unified Communications and Collaboration quickly and affordably without business disruption and risk.
Contact
To learn more, contact:
Chris Henningsen
Chris.D.Henningsen@accenture.com

John Makhoul
John.Makhoul@accenture.com

John Dauskurdas
John_Dauskurdas@dell.com

Steven Anderson
Steven_M_Anderson@dell.com

About Accenture
Accenture is a global management consulting, technology services and outsourcing company, with more than 358,000 people serving clients in more than 120 countries. Combining unparalleled experience, comprehensive capabilities across all industries and business functions, and extensive research on the world’s most successful companies, Accenture collaborates with clients to help them become high-performance businesses and governments. The company generated net revenues of US$31.0 billion for the fiscal year ended Aug. 31, 2015. Its home page is www.accenture.com.

About Dell
Today Dell is a global leader in delivering customer-centric technology solutions for businesses and consumers. Its scalable products, services and solutions enable customers to drive results, create competitive advantage and expand their opportunities. As one of the most successful technology solutions providers in the world, Dell ranks among the top 40 U.S. and the top 100 global companies. The company is growing through a combination of internal investments and business partnerships, as well as technology and solutions acquisitions, to provide the most value for its customers. For more information, visit www.dell.com.