

A woman with blonde hair is smiling and looking at a laptop screen. She is wearing a light-colored top and has a white cord around her neck. The entire image is overlaid with a semi-transparent red filter. The text 'UNIFIED COMMUNICATIONS' is written in large, bold, white capital letters across the bottom of the image.

# UNIFIED COMMUNICATIONS

# UCC

Unified Communications (UC) is not just one single solution, but rather a combination of solutions that provides an organization with a unified communication experience that carries across multiple devices. During these current times when many organizations find their workforce adjusting to a hybrid work environment, employees must be provided with

Vicom is a unique provider for your Unified Communications solution because we rely on a holistic methodology that understands the importance of the infrastructure of your network. Due to our experience not just in UCC but in IT and Networking, Vicom can provide a turn-key solution both for your UC platform as well as your network that houses it.





# UNIFIED COMMUNICATION AS A SERVICE (UCAAS)

A cloud-based UC platform provides a variety of benefits for your organization. Enhancing your teams' ability to collaborate while empowering your team members to stay effective while remaining mobile are key positive aspects when considering a UCaaS. Additional benefits include:

- Better Disaster Recovery
- Rapid Service Deployment
- Enhanced CRM (Customer Relationship Manager)
- Centralized Management

Because it's a cloud-based service, your organization will benefit from

- Low upfront expenses
- Reduced operating costs
- Scalable provisioning
- Enhanced Security
- Consistent and predictable flat-fee pricing for your specific desired features
- & More.

# MESSAGING

It's safe to say that most professionals are familiar with the concept of SMS (Short Message Service) text messaging as it's become a standard form of communication. One of the more recent trends in the industry is seeing text messages being sent to and from UC platforms. This enables your workforce to communicate with clients in ways that feel natural to your client and convenient to your employees. In addition to text messaging, a UC platform provides the ability for instant messaging which enables your team members to chat with each other in real-time.



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# PRESENCE

Presence enables your team members to view each other's availability in real-time. In moments that necessitate communication, presence informs individuals if the team member they're attempting to reach is available, busy, out of the office, or does not wish to be disturbed.

# VOICE

Voice is simply communicating via a telephone call. While an on-premise telephone system is still an option for your business, many organizations choose a cloud-based system.

These voice systems offer call routing, automated greetings, voicemail, conference calling, call recording, and many other features you are familiar with on a traditional phone system.



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# MOBILITY

Mobility enables members of your organization to remain available via their office extension regardless of their actual location. By utilizing a softphone application, they'll be able to receive and make calls, chat, and more.

# VOICEMAIL

A UC platform can enable your team members to receive their voicemail via their desk phone, within their email, or conveniently on their mobile device.



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# VIDEO CONFERENCING

Video conferencing has become a standard for meeting and communication, especially through the last year. The real unique challenge is how to bridge the gap between how we utilize video conferencing while working remotely to how we use it at the desk or conference space in the office. Fortunately, there are a variety of solutions that meet the needs of that task, no matter what video conferencing platform(s) your organization has standardized on.

