Unified Communications & Collaboration (UC&C) solutions

UC&C solutions from Dell help business leaders overcome pressures caused by 24/7 customer service expectations, the emerging global workplace, the evolving workforce and the rising data deluge, while optimizing IT efficiency, agility and service levels.

Help your distributed teams be more dynamic and productive with comprehensive, integrated UC&C solutions from Dell.

Like most organizations, yours competes with others across town or around the world, with fewer resources and at a higher rate of speed than ever before. Dell UC&C solutions can help your team achieve a competitive edge by enhancing communications and information access.

The changing workplace demands new solutions for keeping workers connected to people and the right information

In a growing number of organizations, the lights are on 24/365 to meet the needs of employees and customers. In these environments, speed and quality of execution are essential.

Compounding these "always on" challenges is the astonishing amount of information that workers are expected to process each day. One study estimates that workers spend over half their day just receiving and managing the onslaught of data, without actually using it to do their jobs.[1]

Meanwhile, technology has made it possible for organizations to focus less on location and more on attracting and deploying the right people to be successful. As a result, work styles are changing, with up to 37% of the workforce expected to be mobile by 2015[2], and 27 million full and part-time teleworkers projected in the same timeframe.[3]

Maintaining productivity can be especially challenging for these dynamic, distributed teams. They need the right tools to engage team members, customers and suppliers effectively and to discover and manage information efficiently. Business managers need help from their IT teams to provide UC&C tools with rapid scale-up and high reliability, without increasing IT delivery costs.

Dell helps teams become more connected and efficient

All UC&C solutions are not the same. Many UC&C solutions deliver real-time communications--instant messaging, presence, Web/audio/video conferencing, application sharing, telephony and mobility, along with email, fax, voicemail and document sharing and management. However, there is more to the story than what you may see and hear on the surface.

Both the choice of applications and how you implement them determine the value your organization can realize from UC&C solutions.

Dell UC&C solutions are based on Microsoft® Exchange, Lync® and SharePoint®. The benefits of this integrated suite are:

- Intuitive to use: Your UC&C users can adopt new features with ease, locating contacts and engaging with them using the most effective communications method.

- Any device, anywhere: Workers no longer have to carry multiple devices or go to special rooms to use different modes of communication.

- Integrated with Microsoft Office: These UC&C applications are natively integrated with Microsoft Office for fewer steps and greater productivity.

- Simplify and streamline: Eliminate proprietary infrastructure and costly communications silos and services.

- Lower travel and real-estate costs: Reduce expenses and office space by implementing telework policies, shared work environments and virtual meetings.

Dell provides the end-to-end guidance, services and products you need to make the most of Exchange, Lync and SharePoint.

- Engineering guidance: Best practices guidelines and reference architectures expedite design and deployment while removing guesswork.

- Services: Our global services team has deep experience from managing hundreds of thousands of Exchange, Lync and SharePoint seat deployments.

- Full solution portfolio: We deliver a comprehensive choice of award-winning server, storage and networking components, converged systems and end-user devices that are easy to manage and help you deliver scale-on demand.

- Dell management software and security offerings: Our software tools and services help improve application performance, manage ZeroIMPACT™ migrations, and provide the security you need to protect your valuable assets.

Dell helps organizations simplify, streamline and enrich anytime, anywhere communications and collaboration through flexible, secure and efficient solutions that deliver the service levels users expect.

Dell helps business and program managers and IT teams be more responsive to customers.

We help business and program managers:

- Provide a consistent, unified, engaging communications experience, typically at a lower cost than with separate communications services, such as video conferencing and telephone services
- Enable knowledge sharing and provide ready access to expertise
- Filter, retrieve and manage information
- Automate governance of critical information
- Engage team members when a process task needs attention to expedite closure

We help IT managers:

- Simplify management and maintenance through infrastructure and application standardization and consolidation
- Enhance communications services delivery and quality
- Balance data security and access while improving governance
- Lower costs and prepare the data center to respond more agilely in the future

Please contact your Dell representative or visit www.dell.com/ucc to discover how Dell can help you get more from your UC&C solution.

[1] "New Survey Reveals Extent, Impact of Information Overload on Workers," LexisNexis.
[2] "Mobile Worker Population to Reach 1.3 Billion by 2015," IDC.
[3] "Telecommuting surge: 5 million new home-based offices by 2015," smartplanet.