

InterCall Unified Communications Consulting and Systems Integration Services



For more information:
800.374.2441
www.intercall.com
info@intercall.com

Building a Collaborative Business

Communication tools and business applications should quickly and easily connect you to partners, customers and co-workers. InterCall, along with SKT Business Communication Solutions (both a part of West Corporation), can help you turn your collaborative goals into reality. We offer:

- + Proven methodologies for strategy development and implementation projects
- + Expertise in providing network and virtual and application infrastructure to support Unified Communications (UC)
- + Integration of culture and technology to ensure adoption of solutions
- + Communications Enabled Business Processes (CEBP) experience and focus

SKT is a national leader integrating voice, video, messaging and collaboration to meet the demands of your business. Whether you are seeking a full-service approach or help getting started, we can help you identify the appropriate solution, design the required architecture and implement the solution that fits your unique business needs. Our dedicated consultants will help you plan and execute your UC initiatives.

UNIFIED COMMUNICATIONS SOLUTIONS

In today's fast-paced global business environment, people need to find, communicate and collaborate with each other quickly and effectively. Unified Communications streamlines communications between people and organizations.

Our processes will help you navigate from proof of concept and design to deployment and support of your strategies. Services include:

- + PBX integration with legacy platforms
- + Voice over IP (VoIP) solutions
- + Video and telepresence solutions
- + Voice mail and unified messaging
- + Enterprise instant messaging
- + Web collaboration and conferencing
- + Unified messaging solutions
- + SIP based integrations
- + Presence-enabled business processes and workflow

BUSINESS VALUE ASSESSMENT

The Business Value Assessment (BVA) provides a business case for your organization to implement UC solutions. Beginning with discovery meetings, we uncover the challenges related to your communication needs, calculate TCO and ROI of the proposed solution and develop a business value case and financial model. The BVA helps you to understand costs and complexities, improve communication abilities and prioritize IT projects.

 InterCall is a subsidiary
of West Corporation

AAP/EOE

VIRTUALIZATION

Internal resources are often underutilized under the old “one server, one application” model. IT departments spend too much time managing servers, desktops and applications rather than innovating. An automated data center, built on a virtualization platform, dramatically improves the efficiency and availability of resources and applications in your organization. Services include:

- + Desktop virtualization (VDI)
- + Application and presentation virtualization
- + Server virtualization

INFRASTRUCTURE

Networks have become the backbone of businesses and the platform for all business applications. Increasingly, there are needs to extend the platform to provide voice, video, data, wireless and mobility services—not only to your staff, but to partners and customers as well.

We provide consulting, design, implementation and optimization services to increase the performance, security, reliability and functionality of your network. Services include:

- + Networking and connectivity
- + Security and compliance
- + IP and network services
- + Datacenter and virtualization

Our experienced, certified network engineers excel in project management to ensure your unique business objectives, operational costs and ROI concerns are addressed at each stage of the development and implementation process.

MANAGED SERVICES

Managed services can take many forms. Whether you need a specific project completed in a “turn-key” fashion or resources to take on day-to-day support while your team rolls out new projects, we can provide the right structure and people for your department. Services include:

- + Utility computing – applications and desktops provided from the cloud
- + Hosted services – email, backups and monitoring from the cloud
- + Managed services – per device price supporting your assets
- + Professional services – access to technology professionals

CHANGE LEADERSHIP

Effective organizational collaboration requires a blend of tools, culture and processes that allow people to work together. Unified Communications can provide those tools. We understand that no amount of communications technology will be successful if a culture of openness and collaboration does not exist. As a result, our leadership consultants, executive management, trainers, architects and project management teams work closely with you to assist with the following services:

- + Managing organizational change – helping your management teams and leadership to understand the power of Unified Communications and how it can be leveraged to improve collaboration.



- + Breaking down communication barriers – teaching your staff to embrace this capability and the new communication model.
- + Managing a remote and mobile workforce – helping your management team understand how to connect with and manage the remote worker, collaborate effectively with remote teams and ensure that mobile workers feel “connected” to your corporate culture and teams.
- + Conducting remote collaboration – assisting you with plans, training and implementation to ensure that the new tools are leveraged effectively. Conducting meetings via web or video conferencing can be easy.

CLOUD

Hosted Services provide comprehensive solutions whether you need to augment existing datacenter applications and facilities or transition to a completely off-site datacenter strategy. The following services are offered as single components or part of a larger packaged solution:

- + Microsoft Business Productivity Online Suite (BPOS)
- + Hosted off-site disaster recovery
- + Business continuity and business recovery
- + Hosted virtual servers
- + Hosted Microsoft SharePoint
- + Equipment collocation services and rackspace
- + Network monitoring and alerting
- + Off-site backup and storage

Get Started Today!

You have many choices for the integration of your communications platforms. It is critical that you select a consulting partner who understands legacy communications and the needs of your business. InterCall and SKT will work closely with you to plan and execute your Unified Communications and Collaboration initiatives. For more information, contact your InterCall sales representative or email ucsales@intercall.com.

SKT UNIFIED COMMUNICATIONS CERTIFICATIONS

Microsoft

Microsoft Gold Partner
Microsoft Certified NSI
Microsoft Certified Managed Partner
Microsoft Certified Office Communication Server 2007
Microsoft Certified Voice Ready Partner
Microsoft Certified Unified Messaging (Ranger)
Microsoft Certified Exchange 2010 (Ranger)

Designations

Named one of the Top 10 Global MSFT OCS Partners in the 2009
One of the original 15 Microsoft Partners to complete pre-release implementations of the original “bleeding edge” OCS
Led in Microsoft OCS Voice Proof of Concept delivery 2008-2009

Microsoft Certified Office 2010
Microsoft Certified BPOS, EVDS, BDVS

Cisco

Cisco Certified Partner
Cisco Power Partner
Cisco UM Certified Partner
16 other relevant certifications

One of 20 SI's who are part of the MSFT Wave
14 TRP Early Release Program

Enterprise Light House:
+ West Corporation
+ Siemens North America
+ Central Bank
+ Friends University
+ Thompson
+ Colburn