

# Unified Communications

## A presentation for the DFP Committee

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# Flexible Working

- Within the NICS flexible working tends to mean things such as:
  - Flexi time
  - Part time
  - Term time
  - Career Breaks
  - Special leave
  - Flexible working patterns



# Agile Working

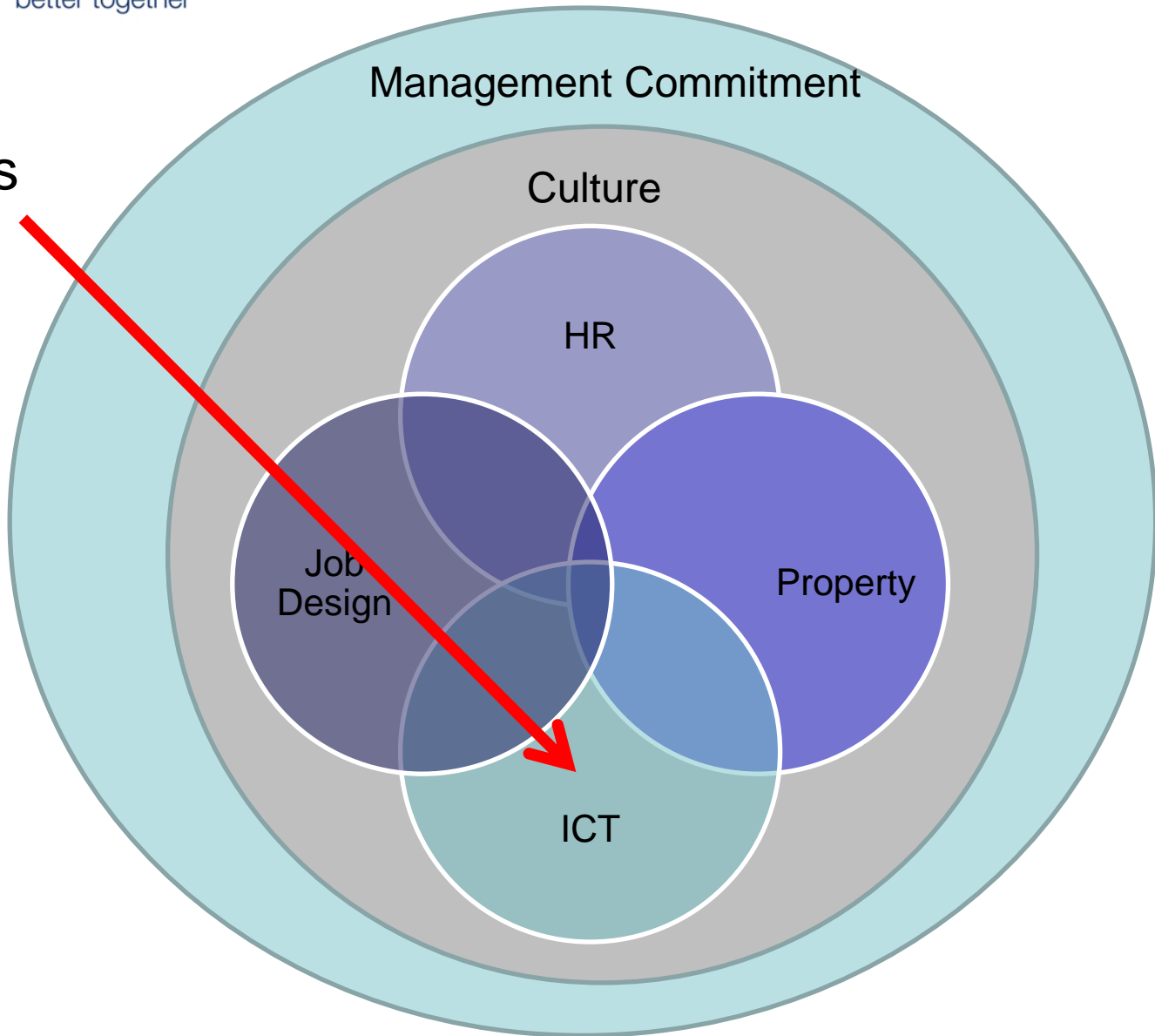
- Agile working is about work styles. The ability to work from any location at anytime.

*“Agile working is about bringing people, processes, connectivity and technology, time and place together, to find the most appropriate and effective way of working to carry out a particular task. It is working within guidelines (of the task) but without boundaries (of how you achieve it)”.*

*Paul Alsop – The Agile Organisation*

Management Commitment

ICT Focus



Culture

HR

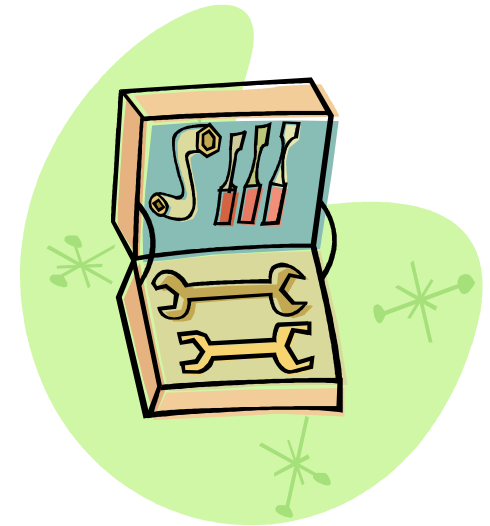
Job  
Design

Property

ICT

# NICS Technology toolkit to support Agile Working

- NetworkNI
- IT Assist
- Secure Remote Access
  - 3G Mobile
  - Home ADSL
  - Personal Broadband
- BlackBerry Service
- Unified Communications (UC)



*A set of technologies which can be combined to support agile working patterns and work styles*

# UC Consists of...

## Main Components

- Email
- Voice
- Voicemail
- Presence
- Instant Messaging
- Telepresence \ VC
- Audio Conferencing
- Video calling
- Online meetings
- Application integration

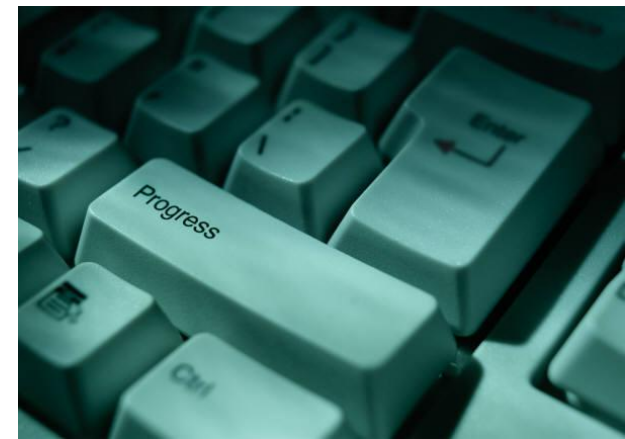
## Extended capabilities

- SMS
- Mobile UC
- Social media integration
- Integration with Internet based services such as Jabber Video and Skype
- Inter business federation



# Key Benefits

- Replacement of aging technology
- Business Continuity
- Better communication and collaboration
- Support for flexible and agile working
- Integration capabilities



# IP Telephony (IPT)

- Telephony modernisation project
- Leverages investment in NetworkNI and ITAssist
- Rolled out to over 16,000 users
- Another 12 to 18 months to run
- New features made available including
  - Extension mobility
  - Single Number Reach
  - Access to voicemail via Outlook
  - Meetme conferencing facilities
  - Better information on callers and call history
  - Better voice quality





# Video



- Integration of existing and new video conferencing capabilities
- Leveraging the investment in NetworkNI, IT Assist and IPT
- Significant improvements in quality and ease of use
- Integration of video capabilities including room based systems, PC based systems and video telephony
- Consistent and easy connection to external sources and locations
- Better reporting and statistics

# Instant Messaging and Presence (IM&P)

- Features include:
  - Instant Messaging
  - Presence
  - Voice integration with handset
  - PC Based Voice
  - HD Video
  - Voicemail Integration
  - Ability to participate in multi-way video conferences in HD
  - Leveraging the investment in NetworkNI, IT Assist and IPT



# Demonstration

- Basic video telephony
- Basic Instant messaging
- Group IM
- Conference call
- Group video
- Scenario based demonstration

