RIDE THE EVOLUTION WAVE IN UNIFIED COMMUNICATIONS AND COLLABORATION. GO THE 'MANAGED' WAY.

Today's hyper-connected world calls for continuous connectivity within the enterprise and with customers, partners, and suppliers. It requires Unified Communication i.e. integration of tools that help people share ideas and work more effectively. Though enterprises often have multiple communication channels already, the challenge lies in seamlessly integrating them to establish a true Unified Communication and collaboration platform compatible with emerging digital technologies.

HOW WE HELP

Microland's Unified Communication services (see Figure 2) enable enterprises to choose the right communication channels and seamlessly integrate them with complete security. We design your entire unified communication and collaboration ecosystem, including voice, video, and instant messaging for network bandwidth optimization.

Readiness Assessment Services

Our **RAPID** (**R**oadmap **A**ssessment, **P**OC, **I**nvestment Justification & **D**esign) framework assesses the existing readiness of your communication channels and maps it against business requirements. This lays the foundation for the UCC roadmap for your enterprise.

Solution Design and Deployment Services

We design, deploy, and integrate multi-vendor, multi-technology voice and collaboration platforms by choosing the right tools, technologies, and processes.

Managed Collaboration Services

- Enterprise Voice Network Management - IP PBX Management and provisioning for day-to-day business operations.
- Unified messaging and voicemail services - Support for integrated email / voicemail inbox and standalone voicemail systems.
- Voiceover IP (VoIP) Management - Provision IP Telephony system service and features, ensuring performance and capacity. Maintain and optimize network for better communication.
- Conferencing and Collaboration Services - Support software, hardware, and hybrid conference bridges with seamless integration with collaboration services including instant messaging and presence.
- Traffic Management (QoS) - Define traffic policies across verticals to maintain jitter-free conversations.
- User Experience Management - Monitor health and performance of UCC services at key strategic points like datacenter, network level, and from end user perspective to capture real-time user experience.

Figure 1: Represents our Service Methodology for 24/7 UCC Environment Management

MICROLAND®

Multiple Delivery Models

Microland offers different kinds of delivery models - Project and Outcome-based; Staff Augmentation; On-site / Off-shore / Hybrid engagements

Management Activities

Aligned to ITIL best practices Incident / Problem / Configuration / Capacity Management Performance and Availability Management

Customer Engagement

"Microland team works closely with customer based on agreed SLAs via 24/7 phone support, periodic reviews, updates, leadership council support, reports, and dashboards.

Custom Dashboard and Reporting

Development of real-time CIO dashboards for business and operational needs.

smartCenter

Microland's smartCenter is an ITIL-based service management platform that can be integrated with your monitoring infrastructure for seamless service delivery process and smart monitoring

24/7 Delivery Model

Our offshore delivery centers manage our customers' UCC infrastructure with proven industry standards and best practices

Certified and Skilled Professionals

Real-time Design / Deployment / Management experience in enterprise Email environment

Figure 2: Microland's 24/7 UCC Management Methodology

We seamlessly integrate all communication elements (as shown in Figure 3) to establish a unified platform.
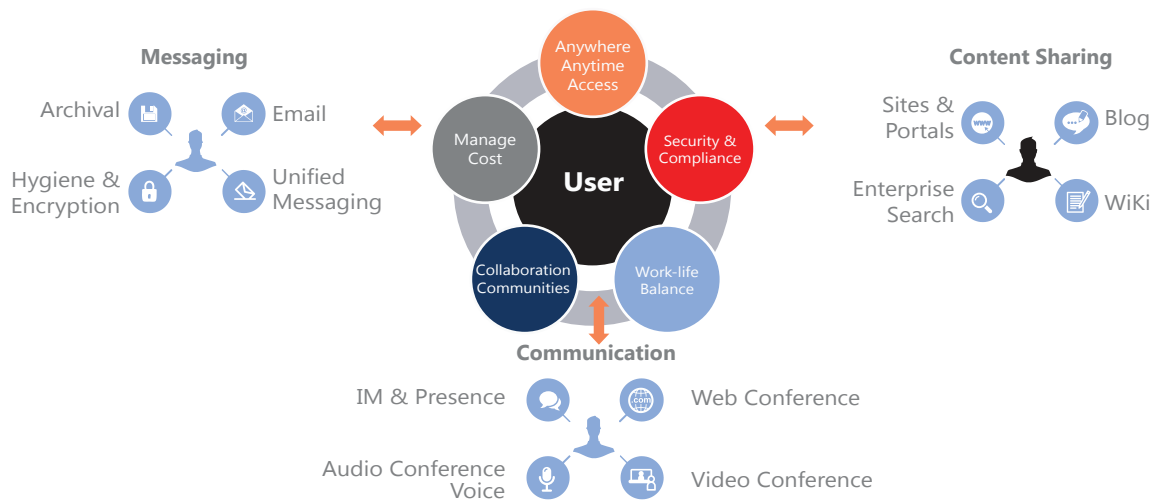
Figure 3: Components integrated in Microland's UCC services

WHAT YOU CAN EXPECT

Our UCC services enable:

- Enhanced performance, user experience, and compliance at optimum investment
- Seamless service integration with organizational standards

- Seamless service integration with organizational standards
- Maximum uptime for critical collaborations and applications through 24/7 communications management
- Minimal network outages

MICROLAND®

WHAT SETS US APART

Having strong capability across the entire networking domain, our differentiators include:

Technological Competence

- We support all popular UCC platforms including CISCO, Avaya, Microsoft User Productivity Applications, Polycom, HP, Nice, etc.

Proprietary Assets

- Proven methodologies, pre-built frameworks, and toolsets ensure SLA backed services.

For more information, log on to www.microland.com

About Microland

Microland is a leading Hybrid IT Infrastructure Service Provider and a trusted partner to enterprises in their IT-as-a-Service journey. Incorporated in 1989 and headquartered in Bangalore, India, Microland has more than 3,400 professionals across its offices in Europe, Middle East, North America and India. Microland enables global enterprises to become more agile and innovative through a comprehensive portfolio of services that addresses hybrid IT transformation, workspace transformation, service transformation and end-to-end IT infrastructure management.

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