

VoIP Readiness Assessment™

VoIP is being increasingly selected as the platform of choice for enterprise voice solutions, as it becomes clear that it is *the* core voice technology of the future. The contact center will be the primary beneficiary of this technology; i.e., it is where the greatest customer service improvements and cost savings will be realized. Yet, 85% of corporate networks *are not ready* for VoIP, resulting in both missed opportunities and failed implementations.

Today's multi-service business networks are often unique, complex and unpredictable. To ensure that investments in VoIP solutions pay off, it is extremely important to conduct a VoIP Readiness Assessment before attempting a costly implementation project. This assessment will enable your organization to select the systems and architectures needed to take full advantage of the cost savings, improved efficiencies, and enhanced customer service capabilities offered by this next-generation technology.

VoIP Readiness Assessment

This critical planning service evaluates the existing corporate data network and its readiness to support the introduction of new IP telephony solutions. It provides a detailed analysis that addresses the key prerequisites to a successful implementation:

- Specify the business requirements that define the value and govern the timing of a company's migration into IP telephony.
- Establish the business case for VoIP initiatives in the contact center, including need, solution requirements, cost, effort, risks and return.
- Document the ability of the current data network to support VoIP with measured evaluation and analysis of network support products.
- Identify and address potential network performance issues.
- Evaluate the risks and benefits related to the current technology environment.
- Establish time frames and resource/management requirements for the migration.

Completing a thorough VoIP Readiness Assessment will provide the data and insights needed to make informed decisions regarding your network infrastructure. It will include a detailed and accurate analysis of existing voice and data network infrastructures to aid in the proper planning and engineering of a VoIP capable network, and will establish the network's ability to support new business communications applications and services. The entire effort can be completed in four to six weeks for a single site.

In addition to an analysis of the technology infrastructure, the VoIP Readiness Assessment delivers an impartial evaluation of the organizational change requirements necessary for a successful VoIP implementation, including training, support, metrics and organizational design for the new environment. With the benefit of this comprehensive perspective on VoIP challenges and opportunities, you can significantly reduce implementation costs and project time-to-completion, thereby accelerating your ability to realize full value from this next-generation technology.