

Professional Services

THE PERFECT COMBINATION OF PEOPLE & PROCESS



Our professional services team team has years of experience integrating unified communications applications in client environments and transforming the way they communicate. With top-level certifications from leading technology providers, we've established the credibility and experience to consult, design and implement successful communications platforms for companies of all types and sizes.

EXCEPTIONAL PEOPLE

When it comes to consulting on complex cloud migration and enterprise-wide communication platforms, experience counts. That is why our consultants are at the top of the industry in experience and expertise, as proven by our large collection of individual and company-wide certifications. West UC has achieved the highest levels of certification recognized by technology leaders such as Cisco and Microsoft. These Gold partnerships mean that you're working with technicians who know your issues, know the solutions and know how to effectively make our technology work for you.

PROVEN PROCESS

Overcoming your IT challenges begins with putting our proven methodology to work for your company. We understand that no two companies are the same; therefore, we tailor our approach for each client. It all starts with a formalized project management process which consists of:

1	Discovery, planning and design
2	Solution build and pilot phase
3	Deployment and impelmentation to the entire company
4	Training, adoption and support services to help maximize the value of your investment
5	Ongoing support and maintenance

WHAT MAKES WEST UC DIFFERENT?

Technology-agnostic UC Solution

Many companies grow through acquisition and are left with disparate systems across office locations. Whether it is Microsoft, Cisco or another brand of communications technology, our cloud-based platform can integrate the entire enterprise together on a single, unified platform.



WEST UC EXPERTISE



Microsoft Partner

Gold Communications
Gold Hosting
Silver Messaging
Silver Mobility
Cloud Accelerate

"West UC has the tools, processes, experience and infrastructure to consistently deliver a UCaaS solution."

Gartner 2015 Magic Quadrant for UCaaS

[LEARN MORE »](#)

Solution-based Design

Our focus is on developing solutions, not selling products. We know that one size does not fit all and that product-based solutions can limit clients. We approach each consultation with a clean slate and design custom solutions that make technology work for you.

A Customized, Consultative Approach

Your unified communications solution should fit your specific needs - that is why our Professional Services team takes a consultative approach, taking a deep dive into how your business process works in order to fully understand how we can best put unified communications to work for you.

PORTFOLIO OF PROFESSIONAL SERVICES

AREAS OF EXPERTISE	DESCRIPTION OF SERVICES
Voice and Enterprise Telephony	<ul style="list-style-type: none">▪ PBX integration with legacy platforms▪ Voice over IP (VoIP) implementation▪ Voicemail and unified messaging▪ Unified messaging solutions▪ SIP Trunking integrations
Enterprise Messaging (IM/Presence)	<ul style="list-style-type: none">▪ Microsoft LCS/OCS to Lync/Skype for Business or Cisco Jabber migration▪ Lync or Jabber implementation▪ Presence-enabled business processes and workflow
Conferencing and Collaboration	<ul style="list-style-type: none">▪ Integration with cloud conferencing solutions▪ Implementation of premises-based solutions for conferencing▪ Implementation of a hybrid (premises-cloud) conferencing solution
Virtualization	<ul style="list-style-type: none">▪ Server consolidation through Server Virtualization▪ Storage virtualization through Storage Area Networks (SAN)▪ Virtual Desktop Infrastructure (VDI)/Virtualization experience Infrastructure (VXI)▪ Private/Public/Hybrid Cloud architecture and integration▪ Business Continuity and Disaster Recovery (BC/DR)▪ De-duplicated Data Backup and Replication
Infrastructure	<ul style="list-style-type: none">▪ WAN upgrade and optimization▪ LAN, Wireless LAN implementation▪ Security, compliance assessment and implementation▪ Datacenter and virtualization
Managed Services	<ul style="list-style-type: none">▪ 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
Cloud Migration	<ul style="list-style-type: none">▪ Office 365 migration▪ Lync private cloud migration▪ Cisco WebEx integration/user migration▪ Single Sign-On integration
Training and Adoption	<ul style="list-style-type: none">▪ Drive smooth adoption of unified communications across the company▪ Implementation of business processes to result in cost savings and productivity enhancement▪ Administration, conferencing, collaboration, and various other Cisco and Microsoft-based solution trainings available