Yorktel Consultancy

FOR HIGH PERFORMANCE ENTERPRISE COMMUNICATIONS

Enterprise Video Communications is proven to vastly increase productivity and effective collaboration, leading to accelerated achievement of business objectives. Despite its benefits, undertaking the task of defining an enterprise communications strategy can be quite complex and Yorktel can help.

The Yorktel Consultancy team is comprised of former business leaders with over 100 combined years of applied experience in complex and diverse areas of Information Technology. Our global consultants provide strategic guidance to Fortune 1000 enterprises, Federal agencies and public sector organizations.

Blending industry forethought, global best practices and a common consulting engagement methodology, Yorktel Consultancy empowers organizations to navigate the complexities of enterprise communications and ultimately realize the benefits of true collaboration.

Your Enterprise Communications Roadmap begins here!

Business Assessment → **Technical Assessment** → **Deployment Planning** → **Customer Success**

Business Assessment

Use Case Development & Persona Mapping

Defining 'where' and 'how' people interact is the first step to building your Enterprise Communications Roadmap. Yorktel Consultancy conducts a rigorous interview process within multiple business areas to collect a comprehensive set of business requirements Use Cases, key features and capabilities.

Approach

- Interview Executive stakeholders, End-users, Technical Managers, Operational and Support Staff
- Build work style personas
- Create collaboration Use Cases
- Match Use Cases with user persona mapping

Impact

- Defines enterprise communications requirements
- Aligns technology strategy with business needs
- Provides key stakeholders a forum to inform and help guide the decision making process

> "We always intended to collect and structure the needs of user groups. Yorktel organized this unwieldy task so we had a defined project scope."

Business Case & ROI Analytics

The Yorktel Consultancy team captures your reasoning for initiating an Enterprise Communications roadmap. This information is used to develop your Business Case and demonstrate a specific business need. Additional support for your Business Case is provided through our expert ROI and Analytics model development. These models will help to support your Business Case by prioritizing investments and understanding risks.

Approach

- Review technology investment
- Construct funding model
- Demonstrate project value to business bottom line

Impact

- Increases alignment of IT strategy and business objectives
- Develops project budgeting and forecasting

Next Generation Workplace

A blend of physical and virtual workplaces gives the Next Gen worker autonomy and flexibility, while creating greater returns on productivity and talent retention. Our engagement team leverages information from your persona mapping to develop strategies for Digital Workplace initiatives.

Approach

- Map persona types to workstyle matrix
- Develop workspace options

Impact

- Empowers employees
- Increases talent retention
- Realizes productivity gains

> "Since more of our staff were working remotely, having assigned desks became inefficient. With our transition people seem a lot happier with the flexibility."

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Deployment Planning

Architecture Design & Implementation

Yorktel Consultancy will leverage the information gathered, such as Use Cases and Infrastructure Assessment, to develop an Architectural Design Recommendation. This design recommendation will serve as your blueprint for technology investment decisions. Our Team will also provide an Implementation Strategy Plan, with implementation of the technology.

Approach

- Provide UC Platform recommendation readout
- Develop an implementation strategy timeline

Impact

- Outlines go-forward strategy
- Clarifies investment options

> **"Yorktel made the solution design look simple, despite our company's complex requirements. Their 30 years of experience was readily apparent."**

Operations & Support Model Assessment

Yorktel Consultancy will assess your UC/video operational practices and associated support staff. Our Team will provide recommendations on improving the existing and future support model, processes that are in line with stakeholder objectives, and reaching operational excellence.

Approach

- Create meeting and event type matrix
- Assess Operational and Support Staff needs
- Develop resourcing model options

Impact

- Defines current and future support needs
- Enhances budgeting and forecasting capabilities
- Improves support efficiency and costs

Workflow & API Development

Our Team designs and develops custom workflows with Application Programming Interfaces (API). Embed collaboration tools inside your applications and custom web portals to deliver a single platform - improving the user experience.

Approach

- Collect requirements and use case documents
- Develop an application pilot plan
- Produce a working solution

Impact

- Creates efficiencies by integrating enterprise communications into applications
- Increases the speed of decision making

> **"Video collaboration feels like a natural extension of our existing business tools and apps thanks to the team at Yorktel."**

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Technical Assessment

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UC&C Roadmap

Performing an analysis of your existing UC&C infrastructure will create a baseline on your environment, and identify specific technical needs and problem areas. UC&C infrastructure baselines are used to develop an architectural strategy, and roadmap, for integrating collaboration solutions into Digital Workplace Programs.

Approach

- Audit existing UC platform
- Map and score UC platform requirements
- Document recommendations

Impact

- Creates an understanding of the current state
- Aligns IT Strategy with end user needs
- Informs investment strategy

> **"We have at least 8 different communication systems, so setting up meetings was confusing. Yorktel removed the complexity."**

UC&C Network Assessment

Yorktel Consultancy will conduct a thorough analysis of your network, focusing on real time media applications such as Microsoft Skype for Business and webcasting. Our analysis includes identifying network bottlenecks within the WAN infrastructure, and the performance of video communications across your enterprise.

Approach

- Complete network performance readout
- Perform QoS analysis
- Develop network optimization recommendations

Impact

- Creates an understanding of the current state of the network
- Aligns network design with application requirements

Collaboration Space Assessment

An assessment of your existing collaboration spaces and associated in-room collaboration technology is necessary for comparison to industry best practices.

Approach

- Conduct site survey
- Appraise current hardware
- Deliver best practice design recommendations

Impact

- Creates a realistic understanding of existing room technology
- Highlights service risks related to collaboration technology
- Enables improved space usage and ROI

> **"The right type of meeting room makes all the difference in the amount of participation, and ultimately productivity."**

Customer Success

End User Training on Collaboration Tools

Studies show that the most successful collaboration tools are those in which continuous training occurs. Yorktel's Comprehensive Training Program is a critical component to the success of your investment, and will ensure that it is adequately utilized. Our strategy makes certain that your users remain confident in their abilities to successfully utilize the collaboration tools.

Approach

- Provide UC Platform recommendation readout
- Develop and deliver training program
- Create and collect feedback forms

Impact

- Outlines go-forward strategy
- Educates end users
- Reduces impact to video support staff
- Ensures a successful implementation

> "Introducing new tools has made users uncomfortable in the past – leading to months of hand-holding by IT. Now, with proper training, employees use the systems, not avoid them!"

Adoption Programs

A tailored communications program will be developed by conducting a thorough analysis of your adoption practices. This program will define barriers and challenges to promoting user awareness, driving user adoption, increasing usage, and raising user satisfaction.

Approach

- Enable discovery process
- Develop communication content
- Create internal promotion campaign

Impact

- Builds awareness
- Enables end user adoption of service or technology

HyperServices

Yorktel Consultancy can strategically place end user support resources or Subject Matter Experts (SME's) on-site globally. We provide high-level support on any new technologies or deployed services including during hypersensitive periods, technology deployment, or throughout the lifecycle of a service.

Approach

- Deliver HyperCare: end user facing support
- Collect and convey end user feedback
- Provide HyperSupport: IT facing subject matter experts

Impact

- Supplements end user training
- Further refines the program to meet end user needs
- Complements your existing IT staff

> "Yorktel went beyond the typical vendor-customer relationship. Our partnership resulted in seeing users through each and every stage."

Begin your Enterprise Communications Roadmap today by contacting Yorktel Consultancy or downloading our case studies and white papers at www.yorktel.com/resources.

Contact us

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About Yorktel
At Yorktel, we make complicated simple. For over 30 years, we've been the global managed services provider for some of the world's largest video communications networks. Our Continuity Managed Services portfolio includes staffing augmentation, technical support, maintenance, consultancy, conference support and cloud-based hosting and bridging services. As part of our commitment to excellence, we have received ISO 27001 certification, the world's leading international standard for information security management, and numerous industry awards.

With tens of thousands of video rooms under management worldwide, we have the proven expertise and global reach to deliver an enterprise-quality visual communications experience to our customers every day, every time.

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