Unified Communications
Answering the Call for Greater Collaboration and Productivity

gtsi.

UNIFIED
COMMUNICATIONS

The typical user can save up to 30 minutes a day by being able to manage their voicemail, e-mail, and faxes from one inbox.

*Photo courtesy of Polycomm

Many organizations today face the complex challenge of how to make their legacy telephony systems work to meet rising demands for improved collaboration and worker productivity. At the same time, they're faced with managing a range of other communications applications such as e-mail, messaging, and video conferencing. Satisfying these demands with disparate systems can be frustratingly difficult, requiring extensive resources and coordination among diverse groups.

Legacy telephony systems limit end-user mobility, are not easily scalable, and take significant time and energy to update with employee moves, adds, and changes (MACs). Moreover, as these telephony systems approach end of life, they add to growing maintenance and operational costs. Organizations are finding the best way to address these deficiencies is through new unified communication technologies, offering enhanced capabilities to boost collaboration and productivity levels that outdated legacy systems can't achieve or support.

Delivering the Right Solution for Improved Mission Effectiveness

GTSI's Unified Communications (UC) solution provides enterprise-grade IP capabilities to help you achieve mission critical objectives by converging your voice, data, and video communications onto a single, IP-based network. Using our proven methodology, we fully integrate the latest technologies from key partners into a comprehensive communications solution that meets your specific collaboration requirements.

In addition to advancing your communications capabilities, our UC solution will help you:

·   Reduce total cost of ownership (TCO)
·   Streamline operations
·   Increase worker productivity through mobility, messaging, and collaboration tools
·   Improve organizational preparedness via rapid communications and access
·   Facilitate telework, presence awareness, and emergency response
·   Minimize travel time and expenses with video conferencing (VTC)
·   Reduce carbon footprint
·   Maximize use of existing network infrastructure investments

One Manageable System to Support Your End Users

GTSI's UC solution accommodates a range of critical capabilities including scalability, security, redundancy, and real-time network management. And it simplifies your deployment of IP telephony and other new applications, such as desktop VTC, video-on-demand, and streaming video. Based on an open-standard architecture, our solution extends the reach of legacy systems and supports variable and diverse demand. Moreover,

our UC solution takes advantage of the intrinsic resiliency of IP-based networks, embedding security throughout the network for defense-in-depth measures that reduce and mitigate security breaches.

By fully integrating voice, data, and video communications, we help you decrease configuration and maintenance requirements while increasing interoperability with numerous applications. Also integrated into the IP telephony platform are Voice over IP (VoIP) management tools that heighten network visibility and control and monitor the network, allowing you to achieve required QoS levels. Plus, our UC solution ensures that your newly converged voice/data network meets the highest standards for audio quality and reliability.

The flexible nature of IP communication endpoints allows a single device to achieve greater functionality, such as web access, broadcast alert, video conferencing, and other collaboration capabilities. IP phones have unique user IDs, making MACs virtually instantaneous. In addition, all user privileges and settings can be automatically reestablished, eliminating the cost and delay of sending technicians to wiring closets. To support your end users, mobile phones can also be linked to the network, providing one-number connectivity and bypassing tolls.

*Email photo courtesy of Microsoft Outlook 2007, office.microsoft.com

A common collaboration platform allows your employees to effectively perform their job from virtually anywhere.

Powering Integrated Applications

GTSI's Unified Communications solution integrates a number of applications to allow end users to collaborate in real time:

Collaborative applications such as e-mail, Instant Messenger (IM), and web and video conferencing can be leveraged to increase employee productivity and collaboration. For example, Find Me/Follow Me features allow your employees to identify the best method for their fellow employees to contact them, eliminating missed calls and guesswork. Employees can also create virtual workspaces and conference rooms to facilitate team collaboration and displace travel costs. And with integrated video conferencing people can collaborate on a document, face-to-face, from different locations.

Contact center applications empower your organization to smoothly integrate inbound and outbound voice applications with Internet applications such as real-time chat, web collaboration, and e-mail. The solution includes intelligent contact routing, call treatment, network-to-desktop computer telephony integration (CTI), and multi-channel contact management.

Emergency notification applications play a vital role during critical emergencies that demand rapid and accurate notification to all affected individuals. Threats can be identified and instructions quickly provided – all with the ability to assess the status of personnel in real time. Today, many organizations rely on their IP network to instantaneously reach a mass audience, specific groups, or special needs individuals. It is therefore crucial to deploy a reliable solution that leverages existing communication channels and infrastructure. With the right information delivered at the moment of need, organizations can ensure that their continuity of operations (COOP) plans can be quickly instituted, assuring the continued delivery of essential services.

Interoperable communications applications help organizations manage real-time, secure group communications over the IP network – linking in people and devices. They enable group communications using current systems regardless of age, manufacturer, or frequency, and don't require any changes to the on-air interface or end-user communications device. Organizations can rapidly deliver emergency alerts via multiple devices such as computers, cell and landline phones, and existing public address systems through a single, unified web console, improving response times. This increases organization and first responder effectiveness with integrated voice, data, and video information sharing.

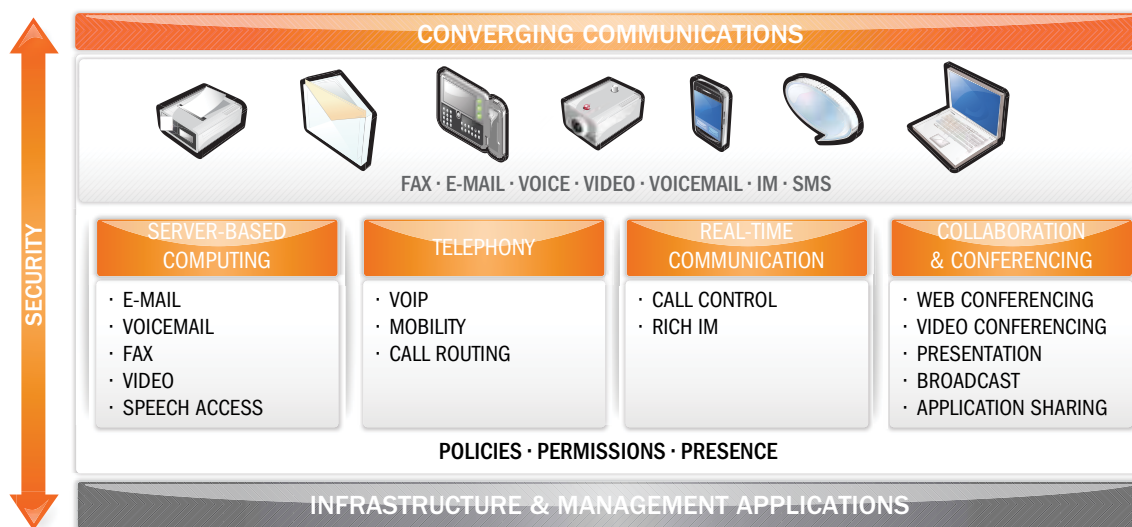## Enabling a More Efficient Workforce

Providing workers with advanced communication and collaboration tools can significantly improve person-to-person and person-to-team productivity. Studies show that improved communications can speed up project completion, creating savings of 25 percent in the project time and scope.[1] Using the IP platform also means integrating your conference rooms with videoconferencing as well as audio conferencing. Therefore a meeting or training can include remote desktop users and participants from multiple conference rooms worldwide.

As well, your telework initiatives will be greatly enhanced by our UC solution. A common collaboration platform allows your employees to effectively perform their job from virtually anywhere. It was found that the typical user can save up to 30 minutes a day by being able to manage their voicemail, e-mail, and faxes from one inbox.[2]

1   Parker, Marty & Van Doren, Don, UniComm Consulting, LLC, *Achieving Cost and Resource Savings with Unified Communications,* 2009
2   Chadwick, Martin, Bailey, *Unified Communications Applications: Uses and Benefits,* 2008

GTSI Unified Communications Framework

CONVERGING COMMUNICATIONS

FAX · E-MAIL · VOICE · VIDEO · VOICEMAIL · IM · SMS

SERVER-BASED COMPUTING	TELEPHONY	REAL-TIME COMMUNICATION	COLLABORATION & CONFERENCING
· E-MAIL · VOICEMAIL · FAX · VIDEO · SPEECH ACCESS	· VOIP · MOBILITY · CALL ROUTING	· CALL CONTROL · RICH IM	· WEB CONFERENCING · VIDEO CONFERENCING · PRESENTATION · BROADCAST · APPLICATION SHARING

POLICIES · PERMISSIONS · PRESENCE

INFRASTRUCTURE & MANAGEMENT APPLICATIONS

SECURITY

Downtime due to unplanned events or staff changes is also minimized by GTSI's UC solution. Collaboration with others through multiple communication channels works to keep you operational. With presence awareness and emergency notification capabilities, you can find the appropriate personnel when needed – and connect with law enforcement, first responders, or emergency medical technicians in case of a crisis.

GTSI's UC solution also supports Section 508 of the U.S. Rehabilitation Act that requires federal organizations to make the electronic and information technology they use accessible to people with disabilities. Beyond telephone basics, GTSI's solution can provide extensive accessibility capabilities such as audio and visual alerts, TTY support, accessible voicemail, and unified messaging.

Maximizing Savings

With a GTSI Unified Communications solution, your organization can realize significant savings in a range of categories, such as:

· **Capital Investment** – Convergence generates cost savings from network consolidation, centralized call processing, and reduced desktop wiring.
· **Hardware, Software, and Maintenance** – Costly service and support contracts for PBX and key system hardware can be reduced or eliminated.
· **Toll/Cell Phone Expenses** – The use of soft phones can reduce long distance toll costs by 70 percent and cell phone expenses by 30 percent per year.[3]
· **Toll Bypass** – Because long distance calls can be carried over the internal IP-based network at virtually no cost, VoIP allows organizations to significantly reduce their annual voice circuit costs.

· **Network Management** – By centrally managing many sites without having to call the communications service provider, staff is enabled to manage larger user communities and time is freed up for projects of greater mission-critical value.
· **Travel** – Enhancements in audio, web, and video capabilities increase the use of video conferencing, thereby reducing travel costs. Video conferencing allows for more staff members to participate in mission-oriented projects and provides travel cost savings of more than 10 percent per year.[4]

Leveraging Existing IT Investments

Our UC solution uses open standards and a common protocol to allow diverse systems and devices to interoperate, resulting in less infrastructure replacements and lower product costs. Moreover, through their resiliency, IP-based communications systems provide advanced fault-tolerant capabilities. And with a scalability that makes it easier to extend functions to new users and remote offices, a GTSI UC solution protects your existing network investments.

Our project professionals and technical experts can assist you in every phase of the solution lifecycle, from planning and designing to implementation, operation, disposal, and technology refresh. In addition, we'll help you identify the optimal migration strategy for your legacy equipment and applications, addressing any readiness, financial, and interoperability issues along the way.

3   Parker, Marty & Van Doren, Don, UniComm Consulting, LLC, *Achieving Cost and Resource Savings with Unified Communications,* 2009
4   Chadwick, Martin, Bailey, *Unified Communications Applications: Uses and Benefits,* 2008

GTSI Professional, Financial, and Lifecycle Management Services Help You Focus on Your Agency's Mission

GTSI's Unified Communications solution includes technology to ensure your workforce works smarter and faster.

Technology Lifecycle Management

GTSI's unified approach combines professional and financial services with strong COTS partnerships into a comprehensive framework for managing each phase of the infrastructure lifecycle, including assessment, acquisition, implementation, maintenance, refresh, and disposal. By proactively planning for the requirements of each phase, we can tightly align the funding and management of your programs with your mission—helping you reduce TCO and risk.

GTSI Financial Services

GTSI Financial Services offers a host of options that expand your ability to procure IT solutions. We have a financing alternative to meet every budgetary situation, including Alternate Payment Plans (APPs), which offer short-term

bridge financing, traditional capital (LTOPs) and operating leases (LWOOs), and "Infrastructure-as-a-Service (IaaS)," which embraces the Technology Lifecycle Management approach that captures the total cost of ownership over the IT's lifecycle. Our finance professionals are dedicated to developing solutions that meet your budgetary needs while facilitating IT procurement to address your mission objectives.

GTSI Professional Services

GTSI Professional Services offers specialized, customized services designed to address your critical business and IT requirements. Our experienced, knowledgeable delivery teams work together to manage the plan, design, engineering, integration, deployment, and support of the most complex IT infrastructure solutions.

Applying industry-leading practices, proven management processes, and leveraging our relationship with world-class partners, we apply our Service Engagement Methodology to your initiatives, assuring optimal performance at every stage of the IT lifecycle. From program management to support services, project management to education, and staff augmentation, GTSI's services significantly enhance your infrastructure's operation – and help you realize the full benefit of your technology investment.

For more information on GTSI's Unified Communications Solution, contact us at:

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GTSI.com/UC

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One Mission. Yours.

About GTSI

GTSI Corp. is the first information technology solutions provider offering a Technology Lifecycle Management (TLM) approach to IT infrastructure solutions delivered through industry-leading professional and financial services. GTSI employs a proactive, strategic methodology that streamlines technology lifecycle management, from initial assessment to acquisition, implementation, refresh, and disposal. TLM allows government agencies to implement solutions of national and local significance quickly and cost-effectively. GTSI's certified engineers and project managers leverage strategic partnerships with technology innovators. These experts use proven, repeatable processes to design, deploy, manage, and support simple to complex solutions, to meet governments' current and future requirements and business objectives. GTSI is headquartered in Northern Virginia, outside of Washington, D.C.

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