COLLABORATION
SERVICES

BUSINESS BENEFITS

- Rapidly deploy new services without the need for additional hardware

- Reduce up-front costs with a move to a predictable OpEx model

- Protect your investment in legacy equipment with on-premises or co-located services

- Plan and deploy outcome-driven solutions, designed to meet future business objectives

- Integrate traditional desk phones and PCs with multi-vendor and OS mobile devices

- Provide greater communications resilience as a part of your business continuity strategy

- Improve workforce agility, productivity and decision making

- Accelerate teamwork with intuitive, user-friendly applications

- Improve security with strong and effective data encryption

- Stay compliant with enforceable, business-assurance policies

- Greater flexibility with options for cloud and hybrid migration

THE NEW ORGANISATION

Digital transformation has become a watchword for modern organisations as they seek to leverage the power of technology to improve employee engagement, retention, productivity and decision making.

According to Deloitte, 92% of executives recognise the need to redesign organisational structure as a priority, not just to deliver on these objectives, but also to build a meaningful culture. The new organisation, as Deloitte terms it, is one that comprises a series of empowered, collaborative teams; operating within a digital workplace.

With the emergence of mobile working and ubiquitous connectivity, work ceased being somewhere you go and became something you do. As the Internet of Things matures and post-millennials enter the workplace, the trend towards immersive, collaborative working will become "business as usual" for many.

More than half the UK workforce is comprised of people that have never known a time without the Internet, the iPhone or social media. They bring with them high expectations of an intuitive, user-centric experience; the ability to communicate in real-time and an "always on" approach that demands both availability and flexibility.

The average employee uses three or more devices for communication every day. They have come to expect a consistent experience across multiple devices and multiple platforms. They also expect to be able to move seamlessly from one device to another; without a loss of fidelity or continuity.

THE DIGITAL WORKPLACE

The traditional concept of a bricks and mortar workplace – a single site location where everyone works nine-to-five – has become outmoded for many organisations. Most now feature multiple sites, remote and mobile workers, IoT devices and more. Given the distributed nature of the modern workforce, connectivity, collaboration and security have become more important than ever.

Immersive, big data applications bring unparalleled levels of engagement and collaboration to the workplace. The sharing of data, when quick and easy, results in shared business intelligence. However, if an organisation is to make the most of transformative technologies, it needs an infrastructure that will support the demand for more bandwidth.

With access to business-critical data and applications being shared across public and private infrastructure, security is a key consideration for the digital workplace. Data security should include elements of both protection and prevention, as businesses need to ensure the integrity and security of data both at rest and in motion across the extended WAN.
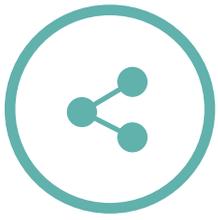
THE EVOLUTION OF TEAMS

The concept of teamwork is hardly a new one. However, the digital workplace has transformed the way we think about teams. Team members are no longer physically constrained, they don't all need to work in the same office to be effective.

Team membership is also fluid. Individuals can be a part of more than one team at any one time and, when a project is complete, teams can be disbanded and reformed to address business challenges.

Effective teamwork is now based on a simple set of principles:

- Teams are led by subject experts, not professional managers

- Teams are empowered to set their own goals and make their own decisions

- Information sharing is integrated across all team activities

- Teams are formed around business outcomes, not business functionality

- Collaboration supports a common understanding of every team member's role

TRADITIONAL TEAM STRUCTURE
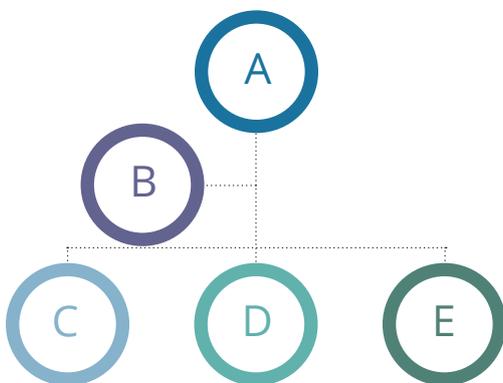
OPERATIONS - BASED

COLLABORATIVE TEAM STRUCTURE
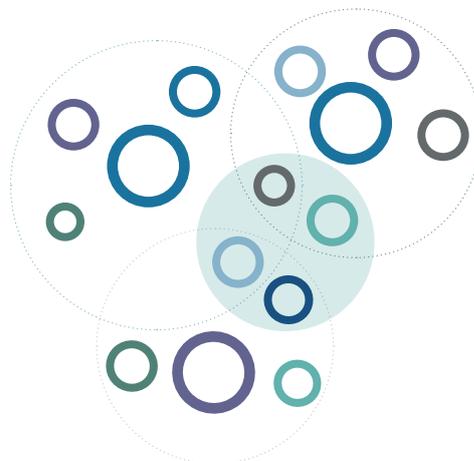
OUTCOME - BASED

COLLABORATION FROM ONI

ONI's collaboration solutions, tailored to our clients' individual needs and scenarios, help create intuitive, agile and highly productive working environments. By focussing on the user experience and leveraging innovative, flexible and enterprise class solutions, our clients keep up with the rapid pace of change in the digital workplace.

If an organisation fails to provide the right tools for its workforce, they will ultimately seek their own alternative. A poor user experience is one of the key drivers behind shadow IT. If users choose to adopt solutions that are outside of IT's control it will lead to both compliance and security issues.

When designing a collaboration solution, we always start with the users and how the digital workplace can help them address current challenges or improve productivity. By analysing and understanding the way your users want to interact with each other, we can design and implement a solution that enables more effective communication. You can mix and match services to suit your needs.

Where possible, we look to extend your current investment in technology and process; not only to save on time and money but to encourage successful adoption. Each organisation's journey towards digital transformation is different. While they may have a similar set of objectives, they will be starting out with different legacy equipment and may employ different strategies along the way.

We believe in building solutions and roadmaps that are outcome-oriented; helping you to meet specific business objectives, deliver new services rapidly and protect your investment in technology. Whether there is an urgent, business-critical issue to address, or a longer-term transformation strategy to support, ONI can design and implement a solution to meet any timescale; helping to mitigating risk and ensuring great value for money.

If you need help building a business case for change, we will work with you to audit your existing setup, deliver the right services to each team, reduce up-front costs and extend services to meet future needs whilst delivering a rapid and sustainable return on your investment.

A CONSISTENT, HUMAN EXPERIENCE

WORK ANYWHERE, ANY TIME
a consistent user experience on any device

A MORE HUMAN EXPERIENCE
engage via face-to-face communication

SECURITY AND COMPLIANCE
user authentication and end-to-end encryption
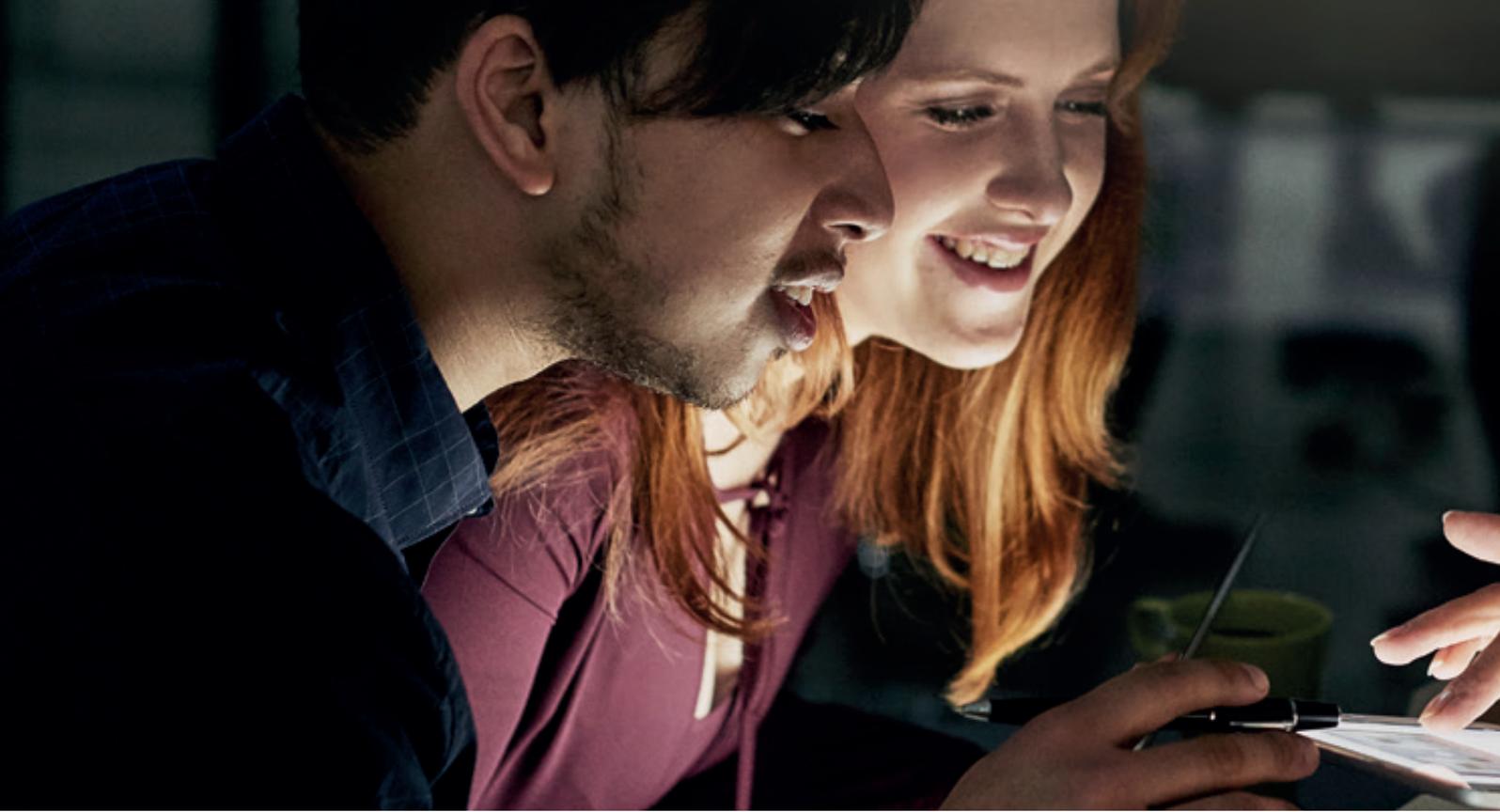
WORK BETTER TOGETHER
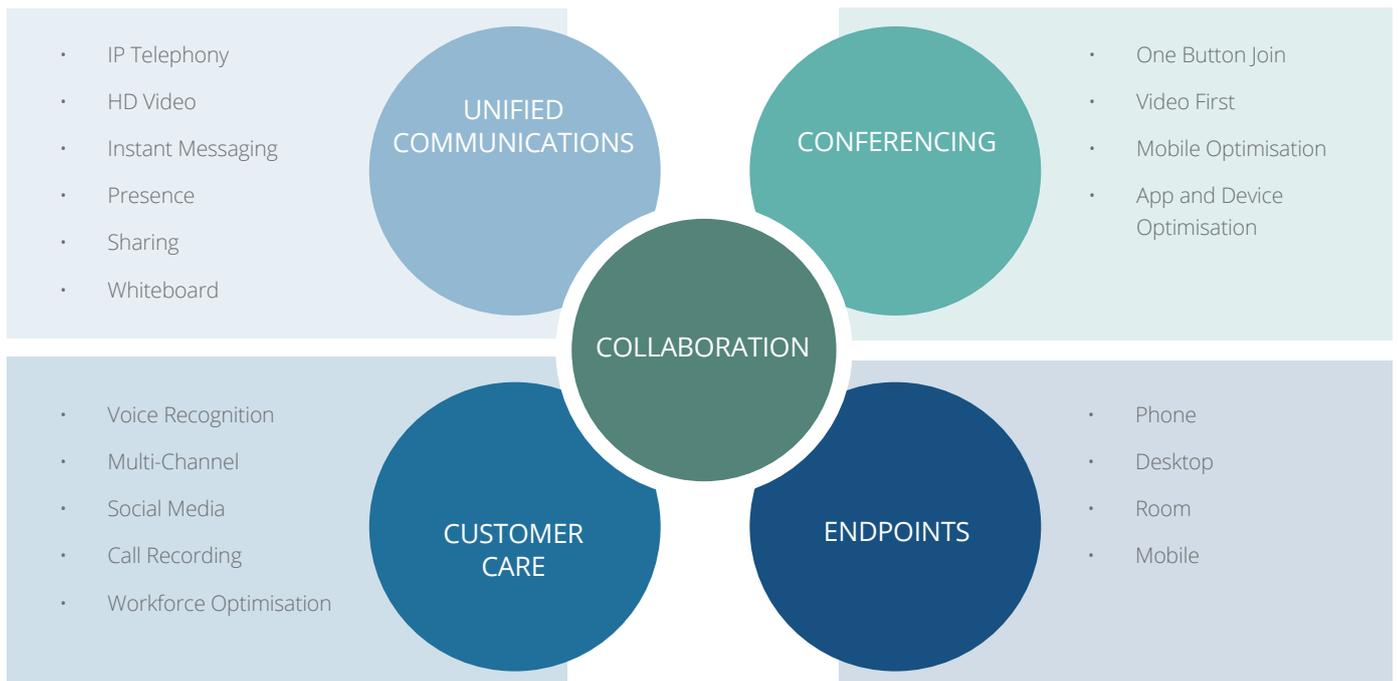
MORE INTUITIVE WORKING
how do you want to work, message, meet, share etc?

INTEGRATED WORKFLOWS
integration with essential business data and apps

COLLABORATION SUITE

- IP Telephony
- HD Video
- Instant Messaging
- Presence
- Sharing
- Whiteboard

UNIFIED COMMUNICATIONS

CONFERENCING

- One Button Join
- Video First
- Mobile Optimisation
- App and Device Optimisation

COLLABORATION

- Voice Recognition
- Multi-Channel
- Social Media
- Call Recording
- Workforce Optimisation

CUSTOMER CARE

ENDPOINTS

- Phone
- Desktop
- Room
- Mobile

DEPLOYMENT OPTIONS

When it comes to implementing collaboration solutions, organisations can choose from a range of deployment options. As each scenario is unique, the choice to deploy on-premises, use cloud services or adopt a hybrid solution is determined by what suits your business. Ultimately, the decision is based on what delivers the best combination of performance, security, cost and control.

Our flexible approach to collaboration is designed to adapt to your evolving roadmap. Customers can choose to consume what they want, when they want it; deploying new services as and when they are needed. Some customers elect to re-use existing licensing and infrastructure investments alongside newly provisioned services.

ON-PREMISES

Support & Managed Service options (up to 24 x 7)

Online administration platform

Dedicated infrastructure

HYBRID

Use existing infrastructure

Consume cloud services as needed

Migration Options

CLOUD

Pay per-user per-month

100% availability SLA

Operational Support & Reporting

ONI SERVICES

AUDIT

ONI collaboration audit services are built around a proven methodology that delivers an accurate audit and analysis of your business requirements and infrastructure. The service not only identifies areas where improvements can be made; it defines the target state of your environments and develops a roadmap for continuous improvement.

Our consultants will work closely with you to identify capabilities and solutions that will continue to provide long-term business value. Our aim is to ensure your collaboration architecture delivers the availability, accessibility and performance you need to achieve your desired business outcomes.

Sample areas of collaboration assessment:

- User experience
- Workforce productivity
- BYOD and mobile working
- Cultural change
- Security & compliance
- Business application integration
- Converged voice and data networking
- SIP trunking & VoIP
- Business continuity
- Cloud strategy

INFRASTRUCTURE INTEGRATION

ONI has a reputation for delivering reliable, secure and flexible access to business-critical data and applications to any user, anywhere on any device. We have over 25 years' experience of integrating new and legacy systems and overcoming the challenges of security and quality of service.

We are able to embed new applications, tools and directories into existing desktop and mobile devices; improving user adoption and process efficiency. Users have the ability to move seamlessly from one device to another, providing secure access to applications from anywhere.

We develop systems architecture that provides both resilience and flexibility. Every ONI solution includes comprehensive management and reporting features and is designed to work equally well for single or multiple-site organisations.

Having the correct connectivity is a critical element of any collaboration solution. Without it, some of the benefits of collaboration could be compromised or diluted.

It is important to consider the resilience, security and flexibility of your connectivity when implementing a collaboration solution that will not only support todays requirements, but also provide a platform for future expansion or change.

Our range of carrier-neutral connectivity solutions can be tailored to the specific needs of your business and are designed to meet the demands of the modern, agile business. ONI connectivity solutions provide secure, reliable access and are backed by our expert project management and migration support teams. They also benefit from 24x7 support via our Technical Assistance Centre.

? WHY ONI?

Established in 1992, ONI plc is a leading provider of IT solutions and services to both public sector and commercial markets. Privately owned, we offer a comprehensive range of on-site, cloud and hybrid technology solutions.

We have worked hard to establish ourselves as a centre of excellence for digital transformation, but we're not resting on our laurels. We have ambitious plans for even further growth over the coming years, which will see us increasing both our capacity and range of services. Keen adopters of new technologies, we are proud of our reputation as innovators.

Our expertise already spans core network infrastructure, unified communications and collaboration, contact centre solutions, data centre services, connectivity and cybersecurity.

ONI cloud services are delivered from our own Tier 3+ Data Centre, located in the South East of England, and include infrastructure, disaster recovery, UC, collaboration and contact centre solutions as-a-service.

ONI is committed to providing our customers with the availability, performance and agility required to transform their business. It's what we call Business Assured and comprises three core pledges.

100% UPTIME GUARANTEED

Most service providers promise four 9's or even five 9's in terms of availability, but 99.99% uptime still means you are without service for 52min 35s every year. When dealing with business-critical applications, we don't think you should compromise on availability. If you pay 100% of your fees, you should get 100% availability.

Our commitment to 100% uptime underpins our data centre and managed service portfolio; providing our customers with peace of mind that they will always have access to their data and applications.

ON-PREMISES OR CLOUD AGNOSTIC

For many organisations, the future of IT lies in a hybrid converged infrastructure that features elements of on-premises, colocation and cloud-based products and services. But getting agnostic advice on the best place to deploy each application can be difficult.

Cloud service providers naturally will only ever promote as-a-service propositions. Likewise, legacy systems integrators will have experience of on-premises hardware but not the skills necessary to transition services successfully to the cloud. In contrast, ONI offers the best of both worlds.

By combining legacy on-premises solutions with our Data Centre services, our customers benefit from transformative digital solutions, deployed where they add most value. Our agnostic approach to deployment helps organisations to gain a competitive advantage by reducing costs and delivering leaner, less complex IT solutions.

PREDICTABLE AND TRANSPARENT COSTS

Cloud services from ONI are provided from a single orchestration platform; one that offers a simplified product range and an all-inclusive price, based on customer usage. There is no need for specialist procurement knowledge to understand a complex product offering or EA pricing structure, let alone fluctuating exchange rates, making it easy to stay in control and avoid unexpected spiralling costs.

ONI Assure Managed Services provide unmatched details about the status of IT infrastructure devices; enabling IT professionals to make better informed investment decisions about life-cycle management and avoid unnecessary costs. Improved visibility of contract renewals, or when devices reach end-of-life and end-of-support, makes budgeting more accurate and more predictable.

AVAILABLE FROM ONI:

- Managed Services & Support

- Hosting & Colocation

- Networking & Connectivity

- Back-Up & Disaster Recovery

- Cybersecurity Solutions

- Contact Centre Solutions

- Mobility & Collaboration

- Unified Communications