

Collaborate towards Smarter working with Harcomm

On its own, technology is not the panacea for minimisation of cost, improvement in efficiency and productivity that some vendors will have you believe. Neither will implementation of a new technology create differentiation.

If it did, technology companies wouldn't have to employ sales people would they?

If selection and acquisition of a communications and collaboration technology is done so in a thought-out manner, as part of a planned business strategy, then by successfully joining the dots, technology can deliver in heaps.

To realise and maximise potential of the planned investment in technology, it is imperative to understand and consider the business challenges, aspirations, working environment, both existing and planned internal and customer processes, as well as an organisation's culture.

Collaborations and Unified Communications technologies delivered via the cloud and across a single application (on a smartphone, computer or Mac) can provide:



What is..

Collaboration and Unified Communications

- ✓ Telephony anywhere - To and from your company telephone numbers with the full functionality of any leading PBX
- ✓ HD quality voice and video conferencing - One to many and via your meeting rooms too
- ✓ Screen sharing - Great for group presentations or document collaboration
- ✓ File sharing - Teams can create their own instantly accessible file repository
- ✓ Presence - Instantly know if a colleague is on the phone, in a meeting or away from the office
- ✓ Instant messaging - Save on time and management of email. Chat with colleagues SMS style
- ✓ Integration with your business and productivity applications - Everything from click to dial via the web, your Customer Relationship Management (CRM) or support system, to processing call recordings and transcripts via your industry specific business applications.



Understanding how you work

At Harcomm, to start with, we can help you consider and evaluate the opportunity for collaboration, plus look at how the various features of leading collaboration/UCaaS product suppliers can benefit your business.

Once your business has established a plan for how you want to incorporate collaboration and UCaaS technology into your business strategy we can help with suitable vendor search and selection.



What we do...

We can...

- ✓ Look at your current technologies and suppliers, evaluate their suitability against your business strategy and compare their technology product roadmap against the market
- ✓ Evaluate and report on the present cost structure of existing suppliers
- ✓ Understand your business strategy and how it impacts both internal and external engagement of colleagues and customers and where collaboration and UCaaS technology can fit and where required:
- ✓ Map the customer journey/experience and assess any gaps
- ✓ Undertake Interviews and workshops with key departments and stakeholders and incorporate into technology and supplier selection recommendations



Following which we will...

- ✓ Consider any business processes that could benefit from integration of a collaboration/UCaaS platform
- ✓ Make suggestions in respect of potential operational & technology changes
- ✓ Produce a proposal for adoption of a collaboration/UCaaS platform and how we think the technology and the various features will benefit the business and demonstrate potential return on your investment



Once requirement is established

- ✓ Evaluate this against the suppliers in the market that we believe will be the best potential suitors for provision of their service to your business
- ✓ Manage introductions to the selected suppliers, maintaining our role as your advocate throughout the journey
- ✓ Assist you in the selection of the final supplier and negotiate optimum proof of concept and final terms on your behalf
- ✓ Remain with you throughout, overseeing service installation and implementation, so as to ensure the likelihood of a successful service adoption. Then remain with you long after, as your trusted advisor partner ensuring that what you acquired is what is delivered

About Us

At Harcomm, we are ready to help your business start the journey towards experiencing the potential value of Unified Communications and Collaboration.

Our focus? Every business is unique, so we start with listening to the needs of our clients, and then exceed those needs in every way.

Call us today to learn about how we can help your business accelerate into the market.

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