



*IT Technology Consulting Inc.*

## UC Architecture Planning and Design service

**ITTCI** recognizes the complexity and challenges that unified communications and collaboration brings. You need someone with the understanding, credentials, and experience to combine voice, networking, messaging, collaboration tools, video and web technology in a way that brings you immediate business value.

With the UC Planning and Design service, ITTCI professionals work with you to carefully design and plan for the introduction of the UC solution. ITTCI's consultants offer a unique blend of industry certifications and experiences. We serve as a consultant and integrator for your organization. ITTCI's experienced architects and consultants will work with you to define how unified communication capabilities fit into your existing environment; develop the optimal architecture topology; and design voice and data network architecture to support your business and technical strategy and requirements. Working with your key stakeholders, ITTCI will lead you through the design for the infrastructure, hardware, and software components of your UC architecture for Skype for Business, Skype for Business online, Microsoft Teams and O365.

ITTCI will evaluate your requirements for performance, high-availability, security, and other key architectural design factors and balance these with your budgetary objectives. ITTCI will present alternatives, work with you to determine the final direction, create a detailed architecture and network design, and ultimately provide you with an implementation plan that enables a successful deployment throughout your enterprise.

In addition to the broad architectural considerations, ITTCI also performs a detailed evaluation of your local and wide-area networks. These components are critical to the delivery of the key business and technical requirements of your UC strategy, and any changes must be carefully incorporated into your overall planning effort. The goal of UC Architecture Planning and Design Services from ITTCI is a future state architecture and network design, along with a plan for implementing the required technologies and upgrades into your current environment to ensure a smooth deployment of Microsoft UC solutions.

As part of the Architecture Planning and Design Service, ITTCI will facilitate discussions and analysis efforts with your IT stakeholders responsible for UC technology to review key UC considerations, design concepts, implementation approaches as well as detailed reviews of the UC product architecture, UC capability roadmap, and infrastructure and network considerations.

Examples of areas addressed as part of this service offering include:

- ✓ Detailed architecture and network requirements analysis including performance, high availability, site survivability, disaster recovery, security, storage capacity, scalability, and operations and management.
- ✓ What are the emerging best practices and insight in the management of unified communications in making architecture decisions.
- ✓ Remote and Telecommuting user needs.
- ✓ Hardware and software configurations and topology for all UC server roles (Mediation, Edge, gateways, etc.).
- ✓ Design and configuration for desktop hardware and software components.
- ✓ Local and wide-area network analysis and testing (volume, capacity, performance, etc.), and recommended design changes to support voice, data, and video based on business requirements.
- ✓ Analysis of telecom carrier contracts to identify constraints, minimum commitments, or impacts resulting from shift of VoIP and video.
- ✓ Impacts and required changes to Microsoft® Active Directory™ or Microsoft® Exchange Server.
- ✓ Private Branch Exchange (PBX) integration and Session Initiation Protocol (SIP) trunking.
- ✓ Requirements, compatibility, and impacts related to integration or coexistence with other enterprise or departmental applications.
- ✓ Site-specific network design to support survivability and dial plan requirements.

The goal of ITTCI's collaborative efforts with your team is to produce a document that describes a complete UC architecture and network design based on the business and technology requirements of your enterprise. Given the number of moving parts, design alternatives, and interdependencies in the overall architecture and network, it is critical to have a comprehensive and realistic plan that incorporates the timeline, activities, dependencies, and costs for the overall enterprise implementation. It is also critical that the plan aligns with and supports the strategies and expectations of your business. Once the designs are agreed upon and any implications on the business strategy or business case are accounted for, the overall enterprise plan will be revised to reflect any changes in schedule, budget, or resources. The final alignment of the plan is the key to moving forward with a successful implementation of unified communications throughout your enterprise.

The comprehensive set of professional services offerings from ITTCI range from business and IT strategy; to implementation and integration of UC into key business processes and applications; to developing user adoption strategies; and deploying UC capabilities throughout your enterprise. ITTCI's services offer customers the opportunity to minimize project risk and to start experiencing the power of unified communications today. The Architecture Planning and Design Service provides you with the detailed blueprint needed to pave the way to realization of unified communications benefits.