Accenture & Cisco Business Group
Unified Communications and Collaboration
Solutions that Accelerate Innovation

- Consulting
- Technology
- Outsourcing
How Will You Generate Value from Your Unified Communications & Collaboration Investment?

If your globally dispersed workforce can’t easily connect, productivity and innovation can get stuck in a holding pattern.

The new wave of unified communications and collaboration (UC&C) technologies, including voice, presence, mobility, single number reach, rich video collaboration, unified voice messaging and simplified collaboration, fundamentally change the way people work, creating people and change management challenges en route to business value. So as to assist you to realize a return on this critical investment, the Accenture & Cisco Business Group guides you through the integration of UC&C technologies into the fabric of your business.

Our flexible Unified Communications and Collaboration Transformation Solutions help create a platform for innovation and can assist you to:

- Reduce costs.
- Accelerate decision-making.
- Improve operational effectiveness.
- Strengthen security.

Furthering Business Agility Through Network-Enabled Business Process Solutions

IT leaders are faced with taking costs out, and bringing projects with near-term payback in. At the same time, IT is under pressure to deliver top-line value and positively impact the bottom line.

In our work with hundreds of global clients across an array of industries, we’ve discovered that high-performance organizations make better use of technology innovations.

The Accenture & Cisco Business Group works as one team, a single point of contact to help clients chart a practical roadmap, with time to business value as the destination. From strategy, to architecture, to implementation and integration into your business processes, we can guide you to make technology really work for your business.

---

Client
Cisco’s sales division
3,000 subject matter experts
United States and Canada

Business Challenge
Widely distributed team, facing aggressive growth.
Needed to improve collaboration among experts and resources.

High Performance Delivered
- A virtualized, collaborative community (using wikis, an expert locator, Cisco® WebEx® contact center, etc.)
- Accelerated productivity by more than 20%.
- Reduced overall expenses by about 50% over three quarters.
- Increased external interactions by over 40%.
- High user satisfaction of 4.88 out of 5.
Our UC&C solutions can help you to:

• Improve total cost of ownership (TCO) by optimizing and securing network platforms and network management.
• Lower operating and capital expenditures.
• Expand market share.
• Accelerate problem resolution.
• Strengthen security.
• Increase sales, support, meeting and training effectiveness.
• Improve agility—users are 5-25% more productive.*
• Improve service levels by more than 20%.*
• Reduce business cycles by more than 20%.*

Our Advanced UC&C Solutions

Built on Cisco’s next-generation enterprise UC&C technologies, including an integrated set of IP-based technologies that interoperate seamlessly, our advanced UC&C solutions include:

• Seamless collaboration, accomplished using pervasive collaboration infrastructure technologies such as Cisco’s Unified Personal Communicator, Expert Locator and Cisco WebEx™ Connect, along with Accenture’s Grapevine, WhiteSpace and SABLE (Search, Analyze and Browse Large Environments). These solutions bring softphone VoIP, presence, desktop video conferencing and file sharing to the user’s computer.
• Cisco TelePresence™, a high-definition virtual conferencing system, is easy to use and creates a “like being there” experience.
• Enterprise IP telephony solutions that increase flexibility through robust call control, mobility, single number reach, unified messaging, toll bypass and centralized operations.

Discover More

Wherever you are in your journey, we can help you navigate the complex challenges you face today with network-enabled business process solutions.

Contact Us:

www.ACBG.com
877-376-2224
312-737-4684
acbg.questions@accenture.com

Working as one team, the Accenture & Cisco Business Group helps you use IT as a strategic asset to further increase business agility.

* According to Forrester and Accenture’s Unified Communications survey.
About The Accenture & Cisco Business Group

The Accenture & Cisco Business Group furthers business agility through network-enabled business process solutions. We help organizations use IT as a strategic asset to reduce costs, drive revenue and deliver superior customer service. Working as one team, The Accenture & Cisco Business Group blends Cisco® advanced and emerging technologies with Accenture’s industry-specific understanding of how technology impacts people, applications and business processes. We assist clients in charting roadmaps to design, build and run network-enabled solutions that are effectively integrated into key business processes.

About Cisco

Cisco is the worldwide leader in networking that transforms how people connect, communicate, and collaborate. Since 1984, the company has led in the innovation of IP-based networking technologies such as routing, switching, security, Cisco TelePresence™ systems, unified communications, video, and wireless. Cisco and its valued partners sell hardware, software, and services to businesses of all sizes, governments, service providers, and consumers. The company is committed to responsible and sustainable business practices. Learn more at www.cisco.com.

Contact Us:

www.ACDBG.com
877-376-2224
312-737-4684
acbg.questions@accenture.com