

Why Did Your Deployment Fail?

The rise of unified communications is undeniably one of the most powerful, important IT trends of the past few years. Countless companies of all sizes have seen their productivity and efficiency improve significantly by deploying these solutions.

Of course, this only applies to successful UC implementations. Unfortunately, though, a huge number of UC projects run into problems. Studies have shown that approximately four-fifths of all UC efforts ultimately disappoint, delivering less than the hoped-for results.

Why do UC initiatives fall short? There are a few common reasons. These include poor preliminary communication with employees, insufficient training for users, inconsistent quality, inflexible software and unreasonably high expectations. Alone, any one of these issues can torpedo a UC deployment. Combined, there's almost no chance the UC system will deliver satisfying results.

Fortunately, all of these issues are avoidable. By working with a high-quality, experienced, dependable UC services provider, organizations can develop and execute UC strategies that take into account their unique goals and challenges. With a comprehensive plan in place, UC deployments can deliver tremendous collaborative and customer service benefits.

UC FORENSICS

WHY DID YOUR DEPLOYMENT **FAIL?**

Approximately 4 out of every 5 UC projects fail to deliver the anticipated results. And though every case is surely different, the disappointment is often the product of several common characteristics.

Poor PR

UC implementation is a disruption to familiar workflows, and employees need to know exactly what's in it for them long before the switch is flipped.

Insufficient Training

User education is as important as technical equipment, and absent or limited training will increase frustration instead of adoption.

Inconsistent Quality

Clarity and latency issues will only inspire users to revert back to familiar tools; optimal UC experiences demand faultless network performance.

Limited Customization

Failing to tailor the software to user group needs and individual preferences spoils the true potential of UC and fails to deliver experiences that empower employees.

Unreasonable Expectations

Faulty financial forecasting and irrational ambitions can cause executives to withdraw their support before the system's value can ever reveal itself.

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SOURCES
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