

# DEKOM



## INTEGRATION OF POLYCOM AND CISCO INTO MS TEAMS

UNIFICATION OF MULTI-VENDOR-COLLABORATION ENVIRONMENTS

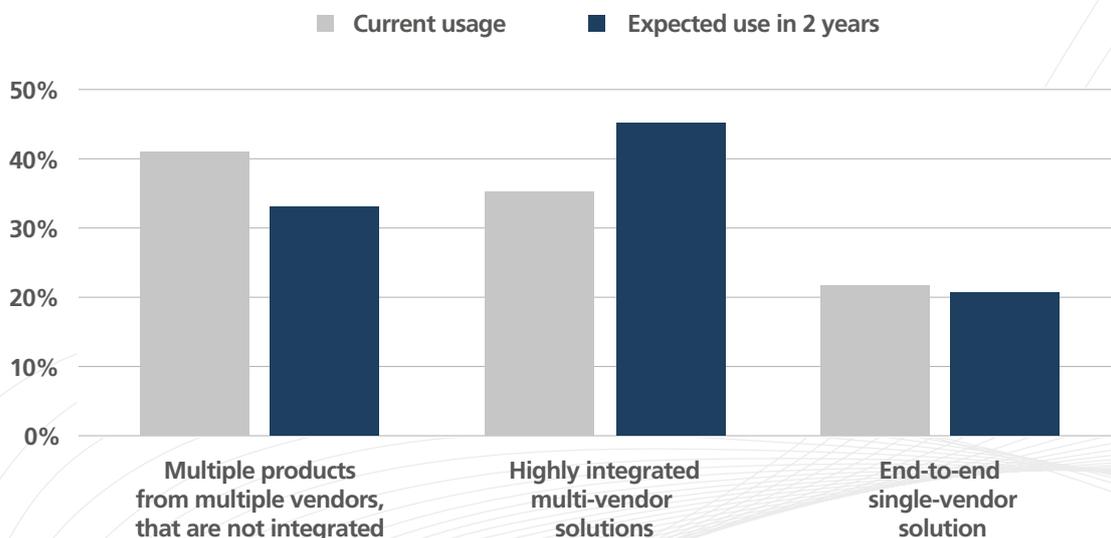
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## HOW TO UNIFY YOUR MULTI-VENDOR COLLABORATION ENVIRONMENT

Proprietary systems, different processes, multiple vendors, and lack of standardization: the complexity of organic collaboration environments is still a challenge for most organizations, and especially IT organizations.

How can we bridge technological islands, secure investments and free up IT resources - while at the same time expanding and improving collaboration opportunities? How do you manage to integrate „classic“ Cisco or Polycom conference rooms into Skype for Business? Consider the following steps and questions to unify your AV environment, making it easier, more user-friendly, and more scalable.



## ▶ **STEP 1: ONE STEP BACK**

Before you think about new technologies and solutions, take a step back:  
Consider your situation from the outside, rethink what exactly your collaboration environment actually should do - and for whom.

### **Ask yourself the following questions:**

1. What do you want to improve, what achieve? Speed up coordination processes, reduce travel costs, increase the productivity of your meetings? Or everything at the same time?
2. How many video calls does your company make on average - and how many each between teams, employees, customers or suppliers? Internal or external?
3. How are your video calls planned / booked and how do you handle unplanned ones?
4. How experienced are your users, how do they interact with the platform?  
How much ease of use do you need?
5. Are there any specific business requirements that drive cloud-based solutions for you basically out of the question?

## ▶ **STEP 2: NETWORK ANALYSIS**

How is your LAN, how is your call control implemented? How much bandwidth do you have under normal circumstances? A thorough analysis will clarify if your network is fully capable of fully integrating integrated video collaboration.

Gather empirical data-tools that accurately simulate the impact of different video conferencing and collaboration applications on your network. This will give you an overview of whether you have enough bandwidth or your QoS level is configured correctly. Because turning hundreds of desktops and mobile devices into video endpoints usually has an impact, especially if you're using Microsoft Skype for Business.

## ▶ **STEP 3: CLOUD VS. ON-PREMISES**



To integrate Cisco or Polycom endpoints into Skype for Business, you need a third-party solution. Unless you are tied to an on-premises deployment due to individual security requirements, there are several options available. The decision depends on your technical resources, the desired degree of customization and your investment budget.

On-Premises	Public Cloud	Private Cloud	Hybrid
<b>Features and Benefits</b>			
<ul style="list-style-type: none"> <li>• Private deployment in your own data center</li> <li>• You own and are responsible for the hardware, storage, etc.</li> <li>• Customizable solution</li> <li>• You have direct control and access to all resources</li> <li>• You can control security and service quality</li> </ul>	<ul style="list-style-type: none"> <li>• Turnkey service without own infrastructure</li> <li>• Provision and Administration by DEKOM</li> <li>• Easily scalable</li> <li>• Minimum upfront costs and risks</li> <li>• Multi-client capable</li> <li>• Pay-as-you-go service</li> </ul>	<ul style="list-style-type: none"> <li>• Similar to Public Cloud, but you own the infrastructure</li> <li>• All resources and components - Hardware, Network, etc. - will be available dedicated posed</li> <li>• Management of your infrastructure in the DEKOM own data center</li> <li>• Private, single-tenant environment</li> <li>• Flexible to adapt to other deployment models</li> </ul>	<ul style="list-style-type: none"> <li>• Integrates on-premises approach with public or private cloud</li> <li>• Protects existing investments while adding new capabilities</li> <li>• Allows „cloud bursting“ of resources</li> </ul>
<b>Important considerations</b>			
<ul style="list-style-type: none"> <li>• Local data center required</li> <li>• You are in charge of support, administration and maintenance of the components responsible</li> <li>• Can require substantial capital investment</li> </ul>	<ul style="list-style-type: none"> <li>• Less individualization required as private cloud or on-premises solutions</li> </ul>	<ul style="list-style-type: none"> <li>• No hardware in your own home, but investment in infrastructure required</li> </ul>	<ul style="list-style-type: none"> <li>• Depending on the used technologies in certain circumstances new investments are required</li> <li>• No Hardware in-house, but investment in infrastructure required</li> </ul>

**STEP 4: KEEP AN EYE ON THE TECHNOLOGY**

The more a multi-vendor collaboration environment is integrated, the more IT support is relieved. However, well-established, functioning solutions require adequate monitoring. Ask yourself if your organization has the necessary internal resources and capabilities - or if an outsourcing model is more appropriate for reliably monitoring your devices, conference rooms and / or infrastructures. Consider different options:

**On-Site-Monitoring**

- Trained and qualified experts who work with your IT teams on site
- Remote services
- 24/7 monitoring of your environment to ensure availability
- On-Demand Help Desk, available during your video calls

**Cloud Monitoring**

- One single company dashboard
- Proactive support for monitoring AV events
- Continuous monitoring of AV components
- Room and media control with automated operation

## ▶ **STEP 5: PLAN YOUR SUCCESS**

Whether you're using Skype for Business or sitting in a Polycom conference room, it's the ideal user experience - launch video calling with just one click, regardless of platform or device. Regardless of how many clicks it ultimately takes: for user success, it's important to have an adoption plan, such as personal trainings, training materials, online guides, media libraries, webcasts or even internal poster campaigns, for the acceptance of the solution by your staff, and the associated amortization of your stay. Ask yourself:

- Which similar programs have been successful in the past?
- Which programs have failed and why?
- What cultural features, such as foreign locations, might be considered?

## ▶ **STEP 6: ASK AN EXPERT - ASK DEKOM**

Integrating different videoconferencing technologies into a unified collaborative environment is complex and challenging. We can help you: as Europe's leading full-service provider for unified collaboration & conferencing, media technology and conference room construction, together with our national and international clients, we develop industry-specific solutions for better communication and collaboration between people within and within organizations: fast, accurate, effective solutions in-depth micro-vertical functionalities, tailor-made for your business processes. No costly adjustments, lengthy PoC installations or search and setup costs.

In the end, make sure that your solution delivers exactly the results you expect: in a Collaboration Program Assessment, we jointly evaluate your network, validate your software licenses, develop technology roadmaps, and plan your migration or deployments.

Call us at **+ 49-40-808181-188**, or fill out our contact form at [www.dekom.com](http://www.dekom.com) - an Account Manager will contact you shortly.