Consulting Services

Expert Partners for Your Entire Collaboration and Communications Journey

With workstream collaboration now layered on top of the ongoing PBX-replacement infrastructure and network issues related to the intricacies of UC and UCaaS systems, IT teams find themselves more challenged than ever. Adding in the high expectations of associated productivity gains and always-on reliability, IT teams face the added responsibility of planning and deployment of complex and multifaceted collaboration and communications ecosystems.

Unify Square Consulting Services are designed to help enable outstanding experiences for enterprise meetings, chats, and calls. We can guide you and resolve issues at every point along the way – from determining the right workstream collaboration platform for your business, restarting stalled deployments, or overcoming employee resistance to the new technology. Our dedicated consulting team builds a powerful relationship with you and works across your organization to ensure IT staff and business decision makers have the right information and tools to move forward.

Workstream collaboration and unified communications are our business and we will help you get the most out of your collaboration ecosystem – whether it's on-prem, in the cloud, or hybrid.

Signature Services

- Unified Communications RightTrack™
- Return to the Office Readiness Service
- Collaboration Security Risk Assessment Service
- Cloud Communications Transformation (CCT)
- Collaboration Security RightTrack™
- Cloud Phone JumpStart
- Bespoke Consulting

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Cloud Communications Transformation (CCT)

When it comes time to migrate to a new UC platform, it can be difficult to juggle the complexity tied to a tight timeline and budget. The CCT service is a proven programmatic process which handles transformations from an older UC system to a new UCaaS conferencing and/or cloud-phone system. We will create a migration plan and lead you through all the implementation steps. The service may include DR/BYOC configurations & architecting, DID porting, platform co-existence & interoperability, and more.

Microsoft Teams   Skype for Business
zoom   slack   Workplace   CISCO
AVAYA   Microsoft 365

Collaboration Security Risk Assessment Service

Our Collab-Sec Assessment Service will be conducted in the form of a workshop which will provide you with a comprehensive audit of your current governance structure. The workshop will result in an overview compliance report, as well as top-level plan providing recommendations for modification of existing governance structures and policies, adding new policies, and adjustments to collaboration platform security and group lifecycle (including Microsoft 365 and Azure Directory) settings.

Microsoft Teams   zoom

Collaboration Security RightTrack™

With the introduction of collaboration to your communications stack, there are additional considerations to keep in mind, to reduce risk exposure. The Collaboration Security RightTrack™ manages the balance between collaboration and security by creating a collaboration information map that will lead to a living policy model for stakeholders which can then be easily applied to the creation of collaboration security policies and regular governance reviews and audits.

Microsoft Teams   slack   Workplace
zoom

Bespoke Consulting

With Bespoke Consulting, our certified experts create a custom signature service to help you tackle any challenge. Unify Square's consultants will provide health and stability insurance, scalable operational efficiency, improved end user adoption, and significant cost savings. **Example services include:** *customer reporting, adoption & change management, platform comparison & analysis, business case (TCO/ROI) analysis and conferencing services.*

Cloud Phone Jumpstart

This service assists organizations moving to a new UCaaS platform with a quick pilot set-up to begin testing and evaluating the new platform. The service provides one of the following offerings: 1) A hosted Direct Routing or BYOC connection with a virtual SBC, combined with up to 50 DIDs/phone numbers; or 2) A full Direct Routing or BYOC Pilot, including standard design documentation, E911 advice, migration quirk FAQs, LDAP Direct Routing info, DID ports details, and much more.

Microsoft Teams   zoom

Unified Communications RightTrack™

Certified consultants will assess your current voice-specific situation and business goals and then apply industry and Unify Square best practices to develop a customized, ready-for-execution approach unique to your environment. We will kick-start your engagement in less than 30 days — focusing on business case/ROI analysis between different platforms, key migration considerations, or technical architecting, 3rd party add-on products & support considerations.

Microsoft Teams   Skype for Business
zoom   Microsoft 365   AVAYA   CISCO

Return to the Office Readiness Service

Our RTO Readiness service helps you game out an optimized strategy and best practices for UC/WSC platform health that is customized for your environment. The output of this service is a set of top-line analytics, guidelines/recommendations for how to tune your entire environment (from home office, to office conference room, to room system, to network) to help ensure your team is ready for business success with your collaboration and/or UC platform deployment.

Microsoft Teams   Skype for Business
zoom

About Unify Square

Unify Square's software and services optimize and enhance the world's largest collaboration and communication deployments, helping businesses manage and secure their meetings, chats & calls. The company's PowerSuite software creates a unified dashboard to surface actionable insights and help manage collaboration platforms — optimizing and transforming performance health and user effectiveness.

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