



What is **Unified Communications- as-a-Service**

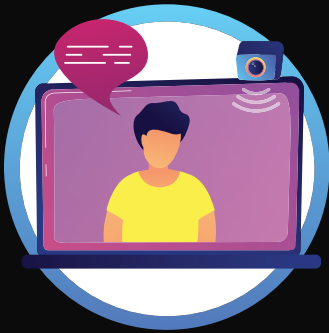
A Beginner's Guide to
Unified Communications



The Swenson Group
People · Passion · Purpose

Educational eBook Series

How well does your team communicate?



The new normal of work includes an ever-changing mix of corporate offices, remote workplaces and mobile requirements. Progressive organizations realize that a fragmented combination of voice, video and other communication platforms puts their people and their business at a disadvantage.

Ad hoc and piecemeal technology purchases result in compatibility issues, frustration with creating workarounds and dealing with multiple vendors, increased costs, and stifled productivity. Legacy systems make it difficult to integrate cross platform communication and are often expensive to maintain.

WHAT IS UNIFIED COMMUNICATIONS-AS-A-SERVICE?

Unified Communications as a Service, or UCaaS, is a cloud-focused solution that combines your core communication mediums into one high-performance, cost-effective solution. This includes the integration of traditional phone systems, voicemail, call routing and video conferencing into one integrated environment. The result – improved productivity, user simplicity, better call quality and cost savings for today's hybrid work environment.

Stats & Facts

56% lower total cost of ownership is achieved with single-provider UC solutions.

Metrigy Report

88% of leaders and **63%** of employees wish they had better tools to communicate effectively.

Harris/Grammarly Poll

48% of employees will work remotely at least some of the time in the post-pandemic world.

Gartner

Could Your Business Benefit from Unified Communications-as-a-Service?

Common Challenges

Ad hoc communication systems create delays, incompatibility issues and frustration.



Costly Legacy Systems

Expensive to operate and maintain



Lack of Integration

Limited ability to introduce new technology



Multiple Service Providers

Incompatibility issues & multiple contracts



Outdated Phone Systems

Dropped calls, user restrictions & lack of scalability



Inconsistent User Experience

Reduced productivity and user frustration

Popular Solutions

Seamless communication drives collaboration, productivity, and performance.



Digital Services

Cost savings and low maintenance



One Platform (phone, video etc.)

Ease of Use and performance



Single Source

One point of contact and one invoice



VOIP (Voice over Internet Protocol)

Improved voice quality and lower costs



Consistent User Experience

Increased productivity and collaboration



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Self Assessment Questions

Find out if Unified Communications-as-a-Service could help your business.

	YES	NO
1. Is it easy for your team to communicate and collaborate on multiple platforms?	<input type="checkbox"/>	<input type="checkbox"/>
2. Is your business overpaying for legacy communication systems?	<input type="checkbox"/>	<input type="checkbox"/>
3. Do you have a mix of corporate office, remote, and mobile workers?	<input type="checkbox"/>	<input type="checkbox"/>
4. Are you using patchwork applications and workarounds to solve incompatibilities?	<input type="checkbox"/>	<input type="checkbox"/>
5. Is your IT team still managing numerous vendors and various contracts/SLAs?	<input type="checkbox"/>	<input type="checkbox"/>

Need help? We're ready when you are.

About The Swenson Group

The Swenson Group is an award winning, privately owned Managed Service Provider that provides IT services, document management and office equipment at a low predictable monthly expense.

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