

# Empower your organization with a superior collaboration experience

Spectrum Enterprise Unified Communications





## Exceed customer expectations, improve employee engagement and safeguard performance

Discover how Spectrum Enterprise Unified Communications (UC) solutions answer your communication and collaboration needs by bringing together calling, messaging, meetings, virtual workspaces and more into a fully managed, single application for today's mobile, on-the-go workforce.

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## The need for a modern unified communications solution

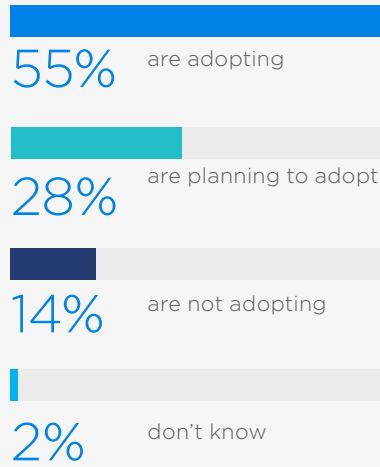
Customers and employees communicate across a broader range of systems, devices and applications than ever before. The ability to connect people to one another through these technologies has become critical to customer satisfaction, employee performance and operational success.

Separate apps for calls, messaging and video conferencing are no longer enough to meet user expectations. Organizations need a powerful unified communications solution to support the rapidly evolving ways people do business. According to Foundry, 94% of IT and business leaders surveyed had fully remote employees or some combination of remote and in-office personnel.<sup>1</sup>

Older voice infrastructures often lack the adaptability and scalability to keep pace with organizations' needs. To succeed today, businesses require a seamless unified communications solution that simplifies IT management while delivering the security and performance needed for employees to work from anywhere, on any device.

This e-book examines the considerations of transitioning from siloed legacy systems to a modern, integrated unified communications solution. It offers a roadmap for overcoming barriers to more efficient digital collaboration through Spectrum Enterprise UC solutions.

**In a survey of nearly 1,300 telecommunications decision-makers, 89% were planning to adopt or are adopting UC technology.<sup>2</sup>**



## What to consider when migrating to unified communications

IT teams must evaluate several important factors when adopting tools that will replace the ways their organizations communicate and collaborate. The following considerations should be taken into account for the successful modernization of their communications and collaboration platform that enhances security and enables greater performance.



### Protecting data and communications

As the pandemic made digital collaboration the norm for many businesses, two out of three IT leaders cited the rise of remote work and concerns about employee and customer safety as the top challenges they faced.<sup>3</sup>

Organizations need to provide employees with consistent access to resources, but securing connections for a distributed workforce can be a major challenge. Employees often use multiple, third-party, over-the-top (OTT) applications for meetings and online collaboration — especially when working off-site. Many also manage security settings independently on their devices. This is just one example of how OTT applications accessed on the public internet can pose serious security threats.

Securing connections for a distributed workforce can be a major challenge.

### Meeting customer expectations

Delivering exceptional customer experiences is another priority for IT leaders — with 43 percent using customer satisfaction as a measure of digital transformation success.<sup>4</sup> Service and support teams that rely on siloed phone systems and applications can struggle to access information with the efficiency customers have come to expect. They have little patience for navigating multiple transfers, repeating information or placing numerous calls to reach the right person to resolve their issue. To stay competitive, a unified communications solution should make it easier for customers to reach employees — at their desks or on their mobile devices — while integrating with the systems they need to deliver exceptional service.

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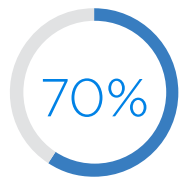
### Ensuring operational efficiency

Many organizations rely on a mix of proprietary systems, OTT applications and desktop software to communicate with customers and team members. Manually switching between apps means losing valuable time and focus with each meeting or phone call. When communication systems aren't integrated with third-party applications to share files and access information, the result is often a fragmented experience for employees and customers. An effective unified communications solution needs to provide a consistent experience across internal organizations and remove barriers to collaboration that can damage morale and reduce employee engagement.

### Safeguarding performance

A unified communications solution needs to connect customers and employees seamlessly across phone, desktop and mobile devices. This requires an advanced telephony system with a modernized, dedicated network and secure connections to cloud applications. Without a strong foundation of voice, internet and unified communications, call quality of service (QoS), data security and user experience will suffer.

Internet outages can disrupt service and exact a financial toll through lost revenue, labor costs, recovery expenses and indirect costs like brand reputation damage. Increasing reliability and uptime was the second-ranked decision factor for cloud-based unified communications solutions, according to a 2021 Frost & Sullivan study.<sup>6</sup>



of IT decision-makers report that they have already adopted or are planning to adopt unified communications as a service (UCaaS) solutions as the core of their internal collaboration strategies.<sup>7</sup>

### Overburdening IT

A successful unified communications migration has to consider the ongoing workload of maintaining the new system. Unified communications adoption should conserve IT staff hours and budgets, resulting in a system that is easier to manage than the applications it will replace. A managed UC solution can relieve the burden of design, installation, training and ongoing maintenance.

Unified communications adoption should conserve IT staff hours and budgets.

## Spectrum Enterprise UC solutions

Spectrum Enterprise offers flexible, integrated and fully managed collaboration tools that adapt to accommodate any work environment. We have partnered with industry leaders RingCentral and Webex to deliver seamless experiences for your teams in the office, while working remotely or on the go.

These cloud-based solutions combine video and audio conferencing, messaging, file sharing and easy integration with third-party apps that make your teams more productive. Spectrum Enterprise works with you to deliver the right end-to-end UC solution for your organization, including connectivity, networking, communications, collaboration and security — all backed by an industry-leading, 99.99% availability service-level agreement (SLA).

### Enhance security

Spectrum Enterprise combines connectivity, networking services and unified communications, all in an integrated ecosystem that is reliable and secure. We deliver fully managed solutions designed to take on your biggest security challenges — so you can focus on running your business.

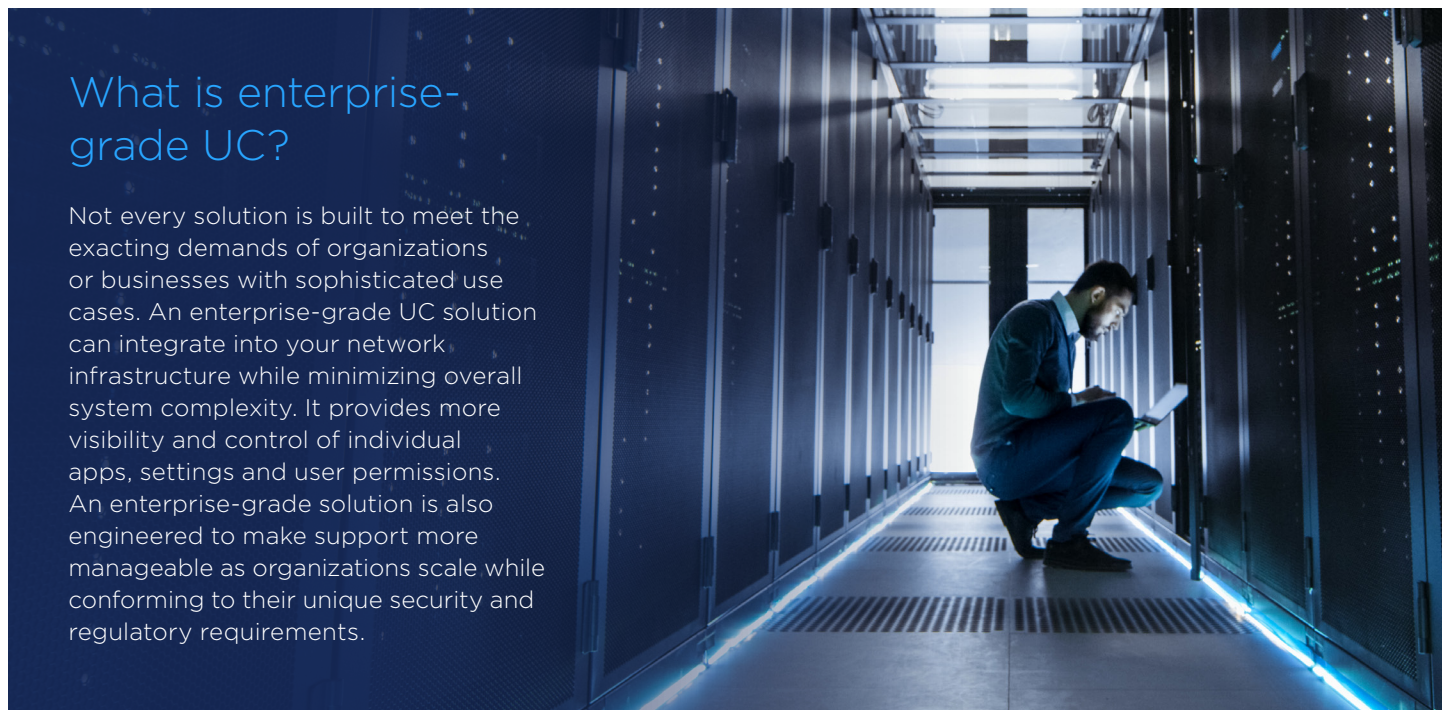
Our solutions combine sophisticated telephony services with a voice network connection all the way to your endpoint devices for exceptional security and reliable QoS. The service includes IP phones from market-leading vendors such as Cisco and Poly.

Spectrum Enterprise UC is Systems and Organizations Controls 2 (SOC 2) Type II certified to keep your communications secure and comes with end-to-end, enterprise-grade encryption built in to keep your proprietary data safe. We further provide proactive monitoring, automated updates and unlimited round-the-clock support from U.S.-based technicians so you only have one number to call for expert help with any UC issues.

Additionally, our UC solutions protect the data from your online collaboration with encrypted connections to the cloud for secure video conferencing, virtual workspaces and chat messaging.

## What is enterprise-grade UC?

Not every solution is built to meet the exacting demands of organizations or businesses with sophisticated use cases. An enterprise-grade UC solution can integrate into your network infrastructure while minimizing overall system complexity. It provides more visibility and control of individual apps, settings and user permissions. An enterprise-grade solution is also engineered to make support more manageable as organizations scale while conforming to their unique security and regulatory requirements.



### Exceed customer expectations

Spectrum Enterprise UC solutions provide seamless voice service and collaboration through one phone number on any device, allowing your employees to deliver outstanding service with high-application performance wherever work takes them. Full-featured calling capabilities integrate seamlessly with the UC mobile app. Contact lookup and CRM pop-up alerts notify users of inbound and outbound calls. Our solutions also easily integrate with third-party business applications you use every day for better customer experiences. When integrated with a CRM, customer interactions are automatically recorded.

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### Improve employee engagement and productivity for better results

Spectrum Enterprise UC solutions enhance employee engagement and customer experiences by providing seamless access to calling, messaging, video conferencing, virtual workspaces and more in a single application. Gallup has found that businesses with high-employee engagement realize a 41% reduction in absenteeism and a 17% increase in productivity.<sup>8</sup>



Spectrum Enterprise UC solutions make it easy for employees to collaborate with team members and provide great service from any location or device. Our solutions eliminate common friction points to enhance productivity and engagement. For example, persistent chat allows teams to meet, collaborate and save their work in progress. Topic-based chat rooms keep an ongoing record of users' communication related to common projects or areas of interest. Powerful search engines covering chat messages, virtual workspaces, contacts, files and calendars help employees quickly find the information they need. Integrated third-party applications can automate many data retrieval and call management tasks to help employees excel and drive company performance.

### Ensure network reliability and performance

With Spectrum Enterprise, you'll always know that your network is ready for the digital demands of your employees and customers. Automatic software and hardware updates keep your Spectrum Enterprise UC solution secure and operational. And our proactively monitored, highly secure and private fiber network delivers exceptional performance and reliability.

### Simplify IT

Our UC solutions are offered as fully managed services, eliminating the requirements of maintaining equipment and collaboration systems across the enterprise and freeing your IT resources to focus on business-critical needs. Our end-to-end service offer includes project management, call-flow design, IP-phone configuration, installation and testing. Each client works with a dedicated UC project manager who oversees implementation, coordinates customized training and helps employees transition to the new service. Once the installation is done, we continue to maintain and manage equipment and collaboration systems for you across your organization. If you have questions, customer service is available whenever and wherever you need it with 24/7/365 U.S.-based support and local technicians.

## Why Spectrum Enterprise for modern unified communications?

Spectrum Enterprise UC solutions deliver the latest expertise and technology of two industry leaders in connectivity, communications and collaboration.

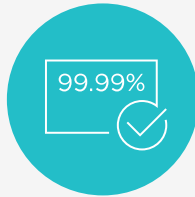
Unlike other unified communications providers, Spectrum Enterprise manages your UC migration for you from end to end, including networking, telephony, implementation assistance, maintenance and updates with round-the-clock support. You get access to our nationwide fiber network. You also benefit from advanced telephony solutions with a selection of cost-effective endpoint devices that deliver reliable, secure and high-quality voice communications no matter where or how your employees need to work. The result is exceptional security, flexibility and reliability to carry your business into the digital future.



### Only Spectrum Enterprise UC offers:



A thoughtfully designed, end-to-end UC solution with implementation and support.



SLA-backed performance all the way to the desktop or PBX with 99.99% availability and a four-hour mean time to restore.



24/7/365 U.S.-based support alongside dedicated project managers and local technicians.



The relentlessly reliable Spectrum Enterprise fiber network.

With Spectrum Enterprise UC solutions, you always have an expert communications partner to back you up when you need it most.



## Conclusion

Spectrum Enterprise UC brings together modern voice calling solutions, advanced messaging and meeting capabilities — all delivered over a secure, highly reliable fiber network. The result is a collaborative, user-friendly experience to meet the needs of today's mobile, on-the-go workforce.

Discover how Spectrum Enterprise can help you modernize your communications to meet your current and future voice and unified communications needs.

[Learn more](#)

1. "[Future of Work Study 2022](#)," Foundry, 2022
2. "[Forrester's Network And Telecom Survey](#)," 2022.
3. "[Investing in Communications and Collaboration Tools to Empower Frontline Workers](#)," Frost & Sullivan, May 2021.
4. Ibid.
5. Ibid.
6. Ibid.
7. "[Networks And Telecom Survey](#)," Forrester Analytics Business Technographics® and Networks, 2021.
8. Jim Harter and Annamarie Mann, "[The Right Culture: Not Just About Employee Satisfaction](#)," Gallup Inc., April 2021.
9. "[The Benefits of Employee Engagement](#)," Gallup Inc., Jan. 2023.

### About Spectrum Enterprise

Spectrum Enterprise, a part of Charter Communications, Inc., is a national provider of scalable, fiber technology solutions serving many of America's largest businesses and communications service providers. The broad Spectrum Enterprise portfolio includes [networking and managed services solutions](#): [Internet access](#), [Ethernet access and networks](#), [Voice](#) and [TV solutions](#). The Spectrum Enterprise team of experts works closely with clients to achieve greater business success by providing solutions designed to meet their evolving needs. For more information, visit [enterprise.spectrum.com](#).

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