Unified Communications
Remote working & collaboration pivotal to businesses 'Building Back Better'

If your business wasn't equipped for remote or flexible working before, the likelihood is that it certainly is now. Whether by necessity or strategic planning, many businesses have found themselves adapting quickly to the new working world forced on us by the coronavirus pandemic. Nick Toon, group professional services director at Sure, explains the importance of a unified communications system for enabling businesses of all sizes to build back better.

In recent months we've all had to get used to new forms of communicating. Whether it's as simple as a phone call to an isolated neighbour, watching government briefings on Facebook with thousands of others, or getting to grips with unified communications and collaboration software, such as those provided by Sure; Mitel, Microsoft Teams and our own developed Sure Cloud Voice service.

The adjustment to a world of self-isolation and lockdown has been a challenge for everyone, but

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But now, as businesses begin to consider how they can build back better after the virus, the thinking needs to be long-term and it needs to revolve around unified communications and collaboration.

Nick Toon - Group Professional Services Director

How to embrace unified communications
A unified communications system is essentially a technology that brings all your communications needs into an integrated platform that allows you to communicate anywhere, anytime and increase working efficiencies.

Key to this are collaboration technologies, which have revolutionised the way we all work. From instant message and chat, to desk-based video conferencing, to secure document sharing and collaboration with colleagues and customers, how we did things five years ago is not how we work today. In my career so far I have not seen such a rapid adoption of collaboration solutions as during the coronavirus. The benefits have always been there, but only now are they truly being appreciated.

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Sure's professional services team have the knowledge, experience and expert industry partnerships to find the right unified communications solution for businesses of all sizes. This approach can revolutionise your business and equip you with the tools needed to work more effectively and seamlessly across geographic locations.

So what do you need to consider in order to roll out unified communications and collaboration?

Mobile-first: Employees now expect to be able to work flexibly and for many, especially younger workers, this can be a deciding factor in which jobs to apply for. Placing your employees' mobile needs over their desktop ones is a smart move.

Cloud: Cloud is essential to a unified communications system as it allows for real-time, secure updates to be made to documents and applications across devices and locations. Some of the benefits of public cloud UC solutions can be overshadowed by the drawbacks, one of which can be that your business loses its voice with your vendor and becomes lost their sea of customers. Ensure you have a good relationship with your chosen partner.

Security: Working on mobile devices remotely presents a different set of security concerns than when your workforce was operating from corporate locations. We work with leading industry partners like Cisco, Trustwave and Mimecast to offer the latest security solutions to keep businesses safe no matter where they operate from, we can cater for your specific needs, whether they are compliance, data sovereignty or even BYOD.

Training: For your tech-savvy employees, a move to a packaged communications system will be a welcome one. But for some the move will present a challenge. Training on your new solution is essential and should be complemented by security awareness training.

To really build back better and seize the opportunity to grow and evolve, a unified communications and collaboration solution is a must.

Get in touch
Contact Sure's team today on contactus@sure.com to learn more, or visit www.business.sure.com