

REMOVE BOUNDARIES TO EVOLVE BUSINESS

Staying competitive in today's constantly changing business environment is an ongoing challenge. Not only has the velocity of doing business increased, but so has the risk of volatility as markets contract and expand without much notice. To keep our businesses in top form, we've got to empower the productivity of our organizations by removing boundaries to workspaces. The challenges to doing business efficiently expand along with company locations making it harder to engage in real-time interactions with colleagues and project teams who are likely spread across disparate locations.

Today's businesses are driven by knowledge workers. Sharing information wherever and whenever needed is critical to driving the business decisions that enable companies to achieve strategic objectives, serve customers and streamline how work gets done with partners, vendors and suppliers.

By working smarter, our lean IT resources can empower remote workers, connect office locations and remove boundaries by converging the voice, data and process capabilities people need to get work done in the best way possible. Smart means leveraging managed services that provide the expertise you need, but isn't critical to your core business competency. Focusing your IT staff on projects that enhance your core business expertise, while bringing external value-added services inside, makes removing the boundaries that hinder doing business anytime, anywhere a reality—instead of a want-to-have capability.

Take a look at two examples of how companies have removed boundaries to improve business:

Connect Locations To Work As One

When companies add facilities in different geographic locations, it's often a challenge to serve customers quickly and share field knowledge—or even access information housed at headquarters. Legacy systems can have a hard time keeping up the growth in application demand. That's exactly what a credit services bureau discovered when they needed to merge siloed customer information into one system and provide common access and infrastructure to its 37 branch locations.

The credit services bureau chose to replace their legacy frame relay system with an advanced WAN solution to connect their workforce to the information they needed, regardless of which office they're in. The results went beyond the expected. The company saw increased performance across their IP network of 70% and costs stayed level with what they'd been paying for their legacy system. Their staff is now able to be more responsive to customers, which in return has produced better business outcomes.



Scale Capacity To Centralize Data Services

Whether your company is adding locations or consolidating applications to provide a single source of information, most IT projects today require more capacity to gain the desired results. A top 20 CPA firm with 1,200 staff discovered they'd run out of capacity to support the network needs of their 30 locations.

By improving their IP network with the help of a single vendor for simplified administration, the firm not only reduced access costs by 12%, but saw increased capacity at locations double. This boosted productivity for the staff who communicate frequently with customers by email, exchange large documents and file online tax returns. They're also able to easily provision Internet services to locations and centralize service delivery through their data center.

Considering that 72% of IT and business executives surveyed say that data, voice and network services can drive innovation by providing employees with access to critical business applications from any location¹, putting the right infrastructure in place is critical to competitive advantage. Managed services can provide continuous and leading-edge expertise that eases the burden on internal resources while lowering costs at the same time.

Removing boundaries via enhanced communications puts more powerful innovations within reach—now and into the future. Shortening process times for access to each other and critical information provides advantages to how you do business, as well as speeding responsiveness in serving your customers. Providing new, interactive methods for communication also feeds the need for instant gratification and interaction that social media has made a standard for many—for personal use or to accomplish business goals. Whether on the road, working remotely or in the office, advanced communication capabilities are a critical function that enables work to get done. Boundaries are no longer an obstacle to business growth.