

Communications Solutions Group

Datapac's Communications Solutions Group is uniquely positioned in the Irish ICT sector having achieved both Cisco Premier Partner & Unified Communications (UC) Express Specialist status, in addition to being a Microsoft Gold Certified Partner & Microsoft UC Specialist.

"We can perform an in-depth assessment of an organisation's environment, and then select the best of breed from both Cisco and Microsoft, thereby giving each organisation the specific Unified Communication solution that is right for them," Donal Berry, Communications Solutions Group, Datapac.



WHAT IS UNIFIED COMMUNICATIONS (UC)

UC is the convergence of all forms of audio, video, web and desktop communications. It is built on an IP network that breaks down distance, time and media barriers to keep users connected, offer them a more complete and more effective experience and enable them to collaborate effectively.

UC consists of the following components:

- **IP Network:** An IP network is required to deliver the information and communications to users.
- **IP Telephony:** Is considered by many to be the core component of UC. It is recommended that a solid, stable IP telephony infrastructure is required and then the other collaboration tools and applications can be integrated with this.
- **Desktop Software & Collaboration:** The desktop software includes messaging, conferencing/ collaboration applications (voice, video and web), soft phones, email clients and other communications tools.
- **Mobility:** UC replicates the user experience regardless of location - office, hotel, airport, etc.

- **Security:** Due to the distributed nature of UC, security must be built in end to end.
- **Presence:** Users can see each other's availability and willingness to communicate on any device.
- **Computer Telephony Integration:** Is most commonly used in a contact centre context but it is prevailing now into more and more organisations for differing business benefits.
- **Video:** Enhance collaboration and streamline communications through face-to-face video interaction from a single unified interface.

THE BENEFITS

UC can save time and help control costs, while improving productivity and competitiveness. It ensures that information reaches recipients quickly, through the most appropriate medium, no matter where they may be working or what device they may be using.

WHY DATAPAC

Datapac can enable customers of all sizes to integrate all of their IT and communications systems thus offering a more cost effective and manageable system, with one point of contact for all IT and communications requirements.



Datapac works with customers to:

- Understand their requirements
- Make recommendations to enable the customer to become more efficient and to achieve cost savings
- Design a flexible system that's scalable to meet future needs
- Rollout and install systems while limiting disruption
- Provide training for users, operators and administrators
- Proactively maintain and manage all systems.

UC can be perceived as complex, so organisations need a service provider that has an outstanding knowledge and experience of all aspects of UC as well as the most up to date offering in the market from the technology leaders - Microsoft and Cisco.

QUICK FACTS

Datapac is the leading Irish business technologies provider.

- 150 employees in Dublin, Wexford, Cork & Belfast
- Turnover of €50 million in 2009
- Datapac has over 6,000 active customers.

ACCREDITATIONS

Just to name a few:

- Cisco Premier Partner of the Year with Unified Communications Specialisation
- Microsoft Gold Certified Partner
- HP Gold Preferred Partner & ASP
- Microsoft Small Business Specialist
- Microsoft Business Solutions Partner
- Microsoft UC Specialised
- Citrix Gold Solution Advisor
- VMware Enterprise Partner
- 3Com Gold Partner
- ISO 9001:2008

SERVICES

- Unified Communications
- ERP & CRM solutions
- IT Support & Managed Services
- Virtualisation & storage solutions
- Imaging & printing solutions
- Infrastructure design & delivery
- Citrix & Access solutions
- Security solutions
- Retail EPOS solutions
- IT consumables

ASSESSMENT

To discuss your UC needs or for a free demo of all the technology at work, please contact our Communications Solutions Group.

CONTACT US

Phone: 1850 328 272
Email: info@datapac.com
Visit: www.datapac.com