



Unified Communications

Focusing on cost savings!

With the economic crisis and unstable energy prices, organizations are taking a hard look at cutting costs, while maintaining their competitive edge by transforming ideas into value, and delivering that value to their customers. CATS CO, along with Microsoft's Unified Communications solutions, help organizations reduce operating costs of travel, telecom and IT, while enabling them to improve business outcomes in a more sustainable way.

In today's fast-paced global business environment, people need to find, communicate with, and collaborate with each other quickly and easily. CATS CO and Microsoft Unified Communications solutions, help streamline communications between people and organizations, bringing together e-mail, calendaring, voice mail, IM and presence, VoIP, audio, video, and Web conferencing.

Microsoft
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Partner

Networking Infrastructure Solutions Competency
Information Worker Solutions Competency
Security Solutions Competency

With Microsoft Unified Communications technologies e-mail, voice-mail, faxes, and calendar events all arrive in one inbox. That means you can prioritize and color code your voice-mails and faxes just like any piece of e-mail. You can even forward them, to one person or one thousand, with a few clicks.

Organizations can improve individual and team results by using Microsoft Unified Communications solutions to communicate and collaborate faster with team members, partners, and customers across geographies and time zones.

Microsoft Unified Communications technologies deliver VoIP, instant messaging, voice and videoconferencing, and unified messaging to the devices and productivity tools that you use every day. Supporting these technologies is the Microsoft Unified Communications platform, including two Microsoft server products: Microsoft Exchange Server and Microsoft Office Communications Server.

Benefits

Faster resolution of customer issues

Enhanced communication between customer service and subject-matter experts through presence awareness, call forwarding, and other tools means customer issues can be resolved more quickly, reducing the cost required to field calls and handle customer interactions.

Improved user and team productivity

Microsoft Unified Communications solutions help users to be more productive by making it easier to contact colleagues for information, check for messages, and stay productive while out of the office.

Attract and retain employees

Microsoft Unified Communications can be used to provide a flexible working environment for workers, helping reduce turnover and costs associated with hiring. Furthermore, being able to provide the latest tools can have a positive effect on attracting new talent.

Faster project completion

Improved communication within project teams improves efficiency and reduces completion time, as does the ability to reach out to subject-matter experts beyond the project team, allowing teams to complete more projects. These capabilities can also bring the same benefits to product development time, resulting in decreased time to market for new products.

Shortened sales cycle time

Microsoft Unified Communications solutions promote collaboration on sales presentations and help speed responses to customer questions. Presence awareness allows salespeople to find the subject-matter experts they need to answer questions quickly and easily, which can reduce the time spent on proposals and responding to customer questions. These advantages can increase the number of proposals delivered and won.

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