

# **UNIFIED LYNC**

**Communicate with your colleagues and contacts from anywhere, in a cost effective and secure way.**

With Unified Lync, you get a single user interface to communicate with your colleagues and contacts from anywhere, in a cost effective and secure way. It's guaranteed to transform the way your business operates – for good.

## **How does it work?**

In today's changing world there's a need to do more with less, and people want to communicate anytime, anywhere from any device. Unified Lync is the latest communications tool allowing users to collaborate effectively via a laptop or PC from any location, with access to instant messaging (IM), voice and web conferencing, and much more. It's a single client that sits on your desktop and because it's easy to use, and integrates fully with your existing Microsoft software and applications, it ensures rapid user adoption.

Unified Lync can also replace your existing desktop handset for a truly integrated communications solution. You no longer need to remember to put your phone on divert or update your voicemail when you're out of the office. This can all be managed easily from the softphone installed on your PC, and all you need is a webcam and a headset.

## **What are the business benefits?**

### **Reduce Telephony Costs**

No need for an expensive PBX, maintenance agreement, IVR, Call Centre, voicemail system and ISDN lines. With full breakout into the PSTN network, Unified Lync replaces all your existing business communications.

### **Reduce Conferencing Costs**

Expensive voice and video conferencing solutions become unnecessary. Our integrated solution supports more effective collaboration.

## **Reduce Travel Costs**

Hold ‘face-to-face’ meetings without the time and expense of travelling to meetings, helping to improve that work/life balance.

## **Supports Flexible Working**

Enable employees to hold meetings and communicate effectively with staff at different sites, and with external stakeholders, customers and suppliers. Teams are empowered with the tools to communicate when and how they need to.

## **Improve Performance**

Hold multiple conversations in real time and get answers quickly; in today’s competitive environment, faster response times are key to customer retention.

## **Key functionality**

Make and receive phone calls when and where you want to. Unified Lync even allows you to divert calls from one device to another, which is ideal if you want to transfer a call to your mobile as you leave the office  
High Definition (HD) panoramic video allowing you to see the whole room

Manage your communications how you want too – your calls, voicemail messages and IM can all be controlled from one place

Record conversations including video and content, so you can replay them at any time

Desktop share – easy transition from IM conversation to a telephone call or desktop share for simple, seamless collaboration

Rich ‘presence’ ensures you can track the whereabouts of the people you need, regardless of their physical location

Receptionist functionality will ensure calls are routed to the right person first time, every time

## **What do I need to get started?**

All you need to get started with Unified Lync is an Internet connection, your PC/laptop, a webcam and a headset with a microphone. For staff

wanting a familiar interface for making calls, we can provide business handsets. To really enhance the conferencing experience, we can provide round table devices so you can see multiple people in multiple locations.