



Enabling efficient user collaboration in a highly distributed work environment

Communication & Collaboration

Globalization demands many businesses to adjust their organizational structure to cope with the challenge of decentralized and distributed work. Frequently work groups or project teams find themselves distributed over different locations, countries and time zones.

One of the challenges of a flexible and dispersed work setups lies in communication, coordination and collaboration between people. Distributed work suffers often from poor reachability of team members, lack of context awareness or missing knowledge of the current tasks of other team members. In addition, communication in the workplace is complex and characterized with lots of disturbances and diversions, not only due to a growing amount of communication channels and devices.

Proservia's Communications & Collaboration offering uses a combination of existent technical and people-related tools to integrate devices and improve communication, awareness and reachability.

So we help addressing organizational effectiveness and cultural challenges and focus and measure our activities around user satisfaction.

Unified Messaging

As a form of non-real-time communication, e-mail systems are common standard in businesses today and are accepted throughout the user base as per their "easy to use, easy to get" character. Combining other forms of non-real-time communication like SMS, voicemail or Fax into an integrated system eases up communication structures and complexity.

Unified Communication

Using and increase the benefits gained through enabling Unified Messaging is addressing the real-time communication elements of a workplace.

These components should be considered:

- > Media Integration: Moving Messenger Services, VOIP and cell phones in to one platform or user portal.
- > Presence Information: Signaling Reachability of a contact, if needed with additional information as e.g. "only reachable via text" and also aggregated to manage reachability of groups.
- > Context Integration / 3rd Party App integration: Implementing Presence Information into 3rd Party Apps with possibility to start a communication

Why Proservia

We are convinced that the digital transformation can only be successful when integrating the human factor. Changes in an organization need to be addressed holistically considering "man power" and IT topics together.

We call it peopleIT.





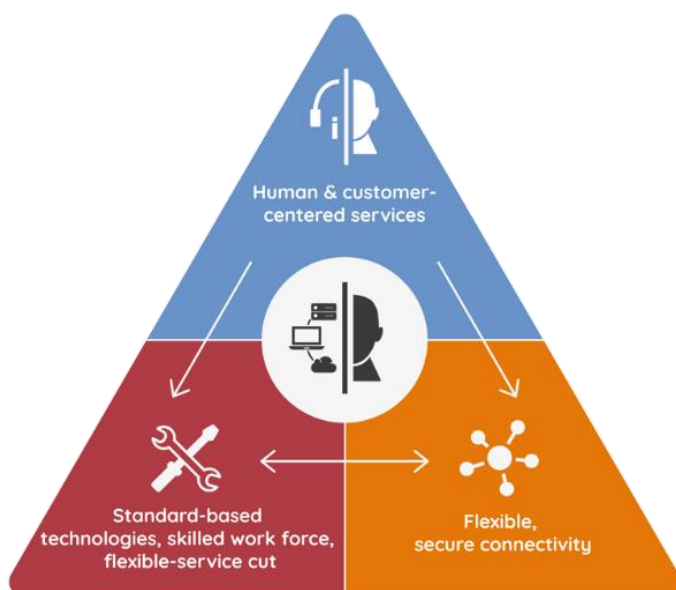
Unified Collaboration

Enabling web-conferencing, whiteboard and application-sharing in adding the collaboration part will cover the current state of art approach for "working together"

Effect on business process and users

Building the environment from the technical point is the fundament, two most important elements have to be covered in addition:

- > Moving towards a Unified Communication & Collaboration approach should be accompanied by a transformation of the business processes towards communication-enabled business processes, leading to more automation and increased efficiency.
- > User involvement and positive engagement are essential to gain the expected productivity improvement in a Unified Communication & Collaboration environment within the workspace area.



The Proservia Solution

With the use of standards-based technologies Proservia is providing solutions either on premise, cloud or hybrid-based. With your business and IT leads, we assess your environment, your current processes, products and challenges and your strategic business goal. Together we define a fit-for-purpose solution regarding service cut, technology and the user impact based on the following components:

Project services

- > Transformation / Migration
- > System coexistence
- > Build/implementation
- > Service usage optimization

Managed Services

- > Ongoing maintenance and support
- > Service management
- > Vendor coordination

Organisational Services

- > Change Management (user behaviour)
- > Training/Education

Want to learn more?

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Proservia combines the aspects of digitalization and its impact to people into solutions. *As European IT Services brand of ManpowerGroup we focus on in-country delivery, employing over 7,000 people. In Germany, with ~1,000 experts, we act as flexible partner always close to our customers with a focus on the user-related aspects of digital transformation.*