



Creative ITC

With Avaya triggering  
Chapter 11 is running your  
Unified Communications

**NOW A MAJOR RISK  
TO YOUR BUSINESS?**

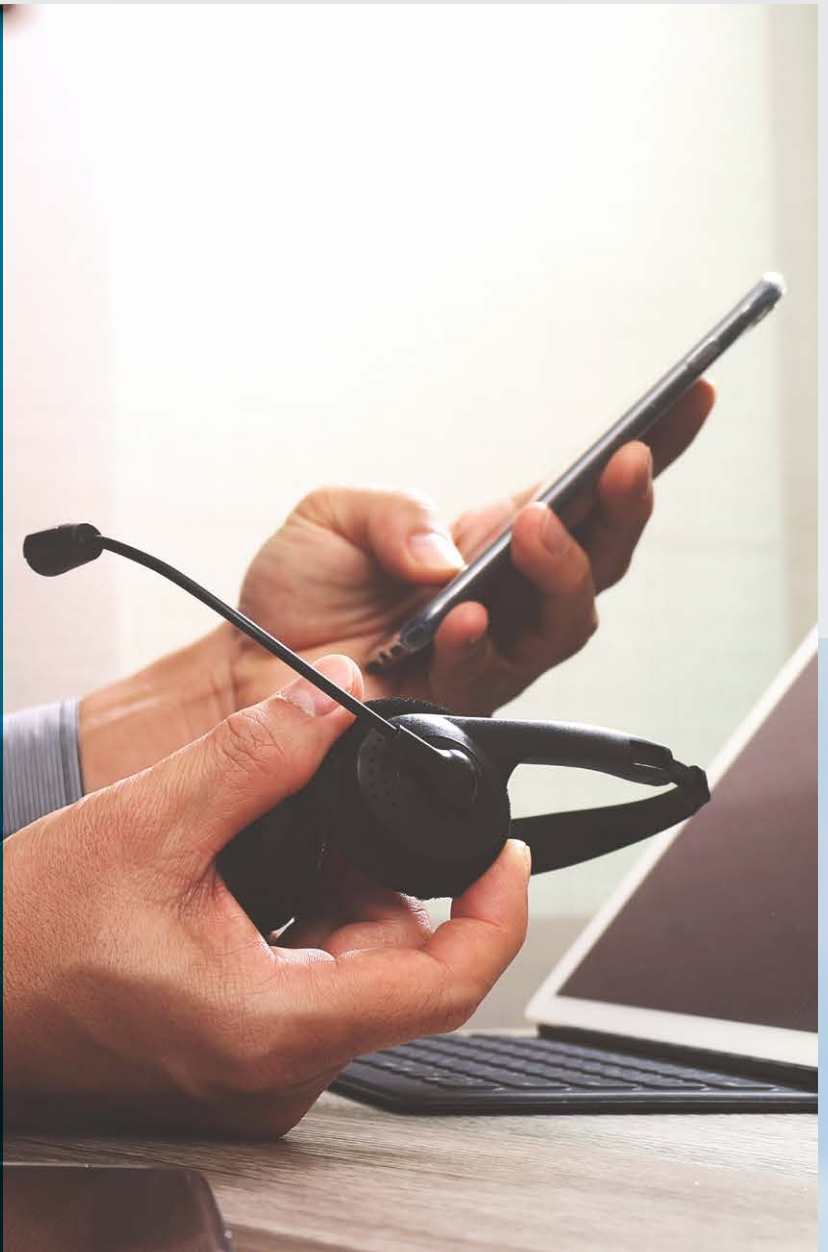
AVAYA



Whether you're in Finance and Banking, Education, Services or any other industry vertical it is fundamentally important that your business is able put its complete trust on its telecommunication systems and should a risk or threat occur, such as an unexpected failure or major security breach that your operations team have it covered.

With the uncertainty for many IT and Business leaders who are busy assessing the potential impact of Avaya entering Chapter 11 and facing up to the realism that their business will likely have to depend on fewer Avaya support staff and fewer bug fixes should their business chose to stand still.

Both of which could put a catastrophic amount of pressure on internal operations teams as they struggle to maintain critical SLAs and auditory compliance as a result.



## What are my options and who can I turn to?

Assessing alternative solutions can often be a painful process; understanding which solution best meets the demands of not only your business but also its users and whether the feature set is intuitive for those in the business who are maybe oppose to change. As well as does it fit my budget today but give me room to scale in the future and what does the migration path look like from old to new?

This is where Creative ITC can really add value to your business in this somewhat unfortunate circumstance. Established across all five major continents and architecture specialists in Cisco (UC) Unified Collaboration. Creative are perfectly placed to help you see the wood from the trees. Our consultants are familiar with many telephony platforms but as Cisco are the worlds leading provider of UC and feature in the top section of all five Gartner Magic Quadrants we think they are a great place to start our assessment.



✓ Telephony



✓ Video Conferencing



✓ Web Conferencing



✓ Customer Care



✓ Mid-Size Enterprise



## Unified Communications:

Our subject matter experts can work with your operations team to help you to plan, design, test, and fully deploy the solution. This combined with Cisco's vision for delivering a single and unrivalled collaboration experience that spans all communication modes from any device. We can also assist with deploying solutions be that on premise from the cloud, seamlessly connecting both cloud and on-premise together.



### Telephony:

Cisco have stood firm at the top of the telephony tree and as leaders in Gartner's Magic Quadrant for Corporate Telephony for almost 15 years. Still the foundational element in business communications, telephony is often the most important consideration when choosing a UC vendor.



### Web Conferencing:

Cisco is recognised as #1 in the Web Conferencing market and the highest in execution and furthest in vision with WebEx. Let Creative ITC demonstrate why its customers say Cisco conferencing experience is better than ever. Capabilities like the new user interface, seamless integrations with existing investments such as Instant Messaging software (Jabber), Cisco TelePresence as well as 3rd party standards-based systems make it easy to use and easy to join a meeting from any device anywhere.



### Midsize Enterprises:

In 2014, Gartner released its first-ever Magic Quadrant for Unified Communications for Midsize Enterprises in North America. Gartner positioned Cisco as highest in "ability to execute" and emphasised the need for simple, affordable solutions for midsize organisations. With the introduction of Business Edition 6000 Cisco have brought to market simple UC with solutions for the mid-market.

With typically much fewer IT staff than larger enterprises the Business 6000 provides the mid-market the same level of collaboration experience but in a much easier to deploy, manage, and use form factor.



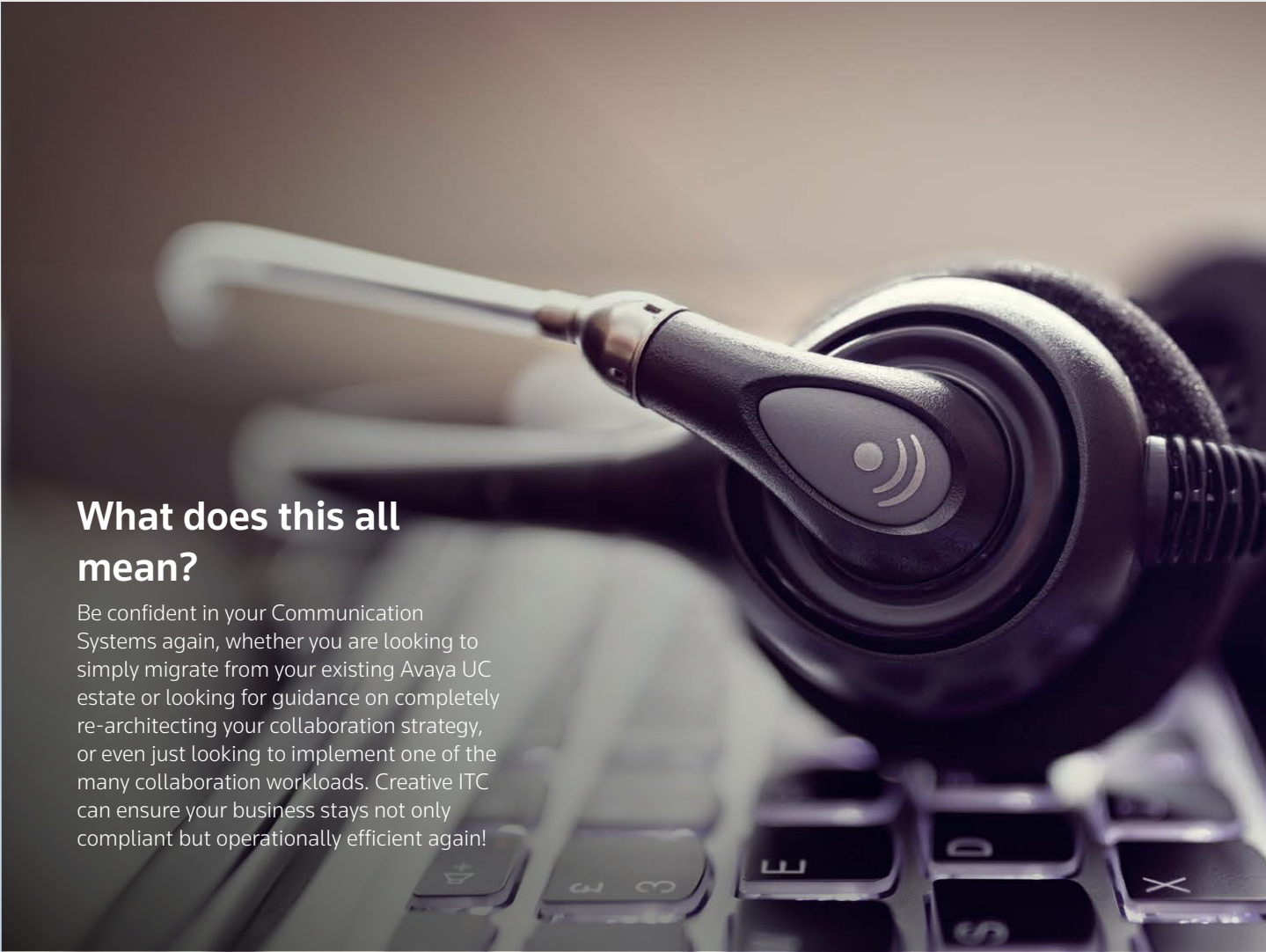
### Video Conferencing:

Cisco believes its leadership placement in Gartner's Magic Quadrant for Group Video Systems reflects their work to bring the video experience to new levels while creating solutions at the right quality and value, which we at Creative ITC can help you explore.



### Customer Care:

Positioned highest in "Ability to Execute" in Gartner's Magic Quadrant for Contact Centre infrastructure for the past four years. This status is underlined by Cisco's continued gain of market share, the breadth of product portfolio and demonstrated ability to deliver quality customer care solutions, and unmatched worldwide partner base.



## What does this all mean?

Be confident in your Communication Systems again, whether you are looking to simply migrate from your existing Avaya UC estate or looking for guidance on completely re-architecting your collaboration strategy, or even just looking to implement one of the many collaboration workloads. Creative ITC can ensure your business stays not only compliant but operationally efficient again!

## CISCO'S AVAYA BREAKAWAY INCENTIVE (Time Limited)

**Cisco's Incentive Breakaway and Trade in Migration programmes** makes it easier and more affordable than ever for customers to migrate. As one of a handful of **Cisco Gold partners** contact **Creative ITC** today to discuss your options and see what solution is best for you.



CISCO

Gold  
Partner

To get further insight,  
contact us  
**enquiries@creative-itc.com**  
or visit **creative-itc.com**