GoTo

THE 411 ON UCC: WHAT, WHY AND HOW!

HERE'S WHAT YOU NEED TO KNOW ABOUT UCC!

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As the makeup of your workforce grows globally and becomes more remote, modernized collaboration tools are critical to your organization. Our recent research shows that **76% of IT leaders** in medium and large enterprises are planning to **increase their investment** in unified communications and collaboration (UCC) tools next year. These organizations have seen the impact that revolutionary communication and collaboration tools can have on an organization's growth and success. Here's what you need to know about UCC: the What, Why and How!

What is UCC?

UCC can be simply put as an all-in-one solution for businesses. It combines enterprise communication, collaboration, and telephony into a single user interface and management system. Users can find all their communication tools in one place, and admins only have one pane of glass to manage these tools through. UCC includes various communications and collaboration tools including:

- Voice and telephony
- Real-time communications and instant messaging
- Web and video conferencing
- Meeting tools like screen sharing and scheduling
- Conference room solutions

Why UCC?

When you choose one vendor for UCC there are tangible benefits you can see right from the start.

- **Consistent Service and Support** - work with one point of contact for training, onboarding and support. Learn about feature improvements, bug fixes, and more for your whole collaboration suite all at once.
- **Simplified User Experience** - a consistent UX across the entire collaboration suite will lead to more productive workers and happier customers.
- **Lower Costs** - consolidation of your collaboration tools opens you up to volume discounts or bundling pricing which leads to simpler billing - and best of all, a lower bill.

On average users saved 87% when switching from a previous phone system to the GoTo Suite.
- 2019 TechValidate survey

How to UCC!

Now that we've sold you on a unified UCC solution from one vendor, it should be a breeze to switch right away and get rid of all your other vendors, right?! We know it's not that simple, especially considering how many tools you probably have in place.

Our research shows that over a third of today's IT leaders (39%) have at least four tools implemented for their communication and collaboration needs, and 8% said they have seven or more. So, if you're operating with 7+ collaboration tools now, the transition to one will take time and thoughtful planning.

Consolidation and unification should be approached thoughtfully by each company, as a part of their own unique digital transformation strategy. Based on in-depth research and lessons learned by today's global IT leaders, we compiled the 10 imperatives for successful UCC adoption in your organization.

Learn more about GoTo

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