


## Sametime Unified Communications implementation at finance company

### Business Problem

This customer needed to improve on the collaboration between its users, reduce e-mail and phone traffic and provide click-to-dial facility to the Avaya VOIP telephone system.

With multiple site locations and a home worker policy, an integrated solution with the Notes 8.5 client was required. Users needed to take an instant messaging chat to an online meeting place and join groups of users together and collaborate around documents whilst leveraging off the existing telephone infrastructure regardless of their location.

### Proposed Solution



Time Technology, working with IBM, proposed a Sametime Standard implementation providing Enterprise Instant Messaging, online meeting places and click-to-dial via the Avaya plug-in.

Users are able to have one to one or one to many Sametime chats to get quick answers to queries or transfer files directly reducing the amount of unnecessary e-mail and phone traffic. By utilising online meeting places users can quickly and easily transfer from a chat to an online meeting to collaborate around a central document or project.

Online meetings can be pre populated with presentations and the presenter can now share their own screen for internal seminars and training events.

Home workers can now be part of the day to day business and feel connected to the internal community.

### Business Benefits

- Reduced phone call traffic
- Reduced e-mail traffic
- Better collaboration
- More efficient working with click-to-dial
- Leverages off their existing Lotus infrastructure
- Users can see if someone is available via the online presence awareness

### Time Technology

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