


Sametime Unified Communications pilot at Insurance company

Business Problem

This customer needs to reduce travel costs by using more on-line meetings with Audio Visual, reduce e-mail and phone traffic as well as to provide click-to-dial facility to the Cisco VOIP telephone system to drive efficiency.

With multiple worldwide locations, an integrated solution with the Notes 8.5 client is 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 have proposed a Sametime Standard pilot implementation providing enterprise instant messaging, online meeting places and click-to-dial via the Cisco plug-in.

Time Technology will deliver the solution on a limited number of servers capable of supporting the smaller subset of users selected for the pilot. The pilot will be supported for one month during which the customer will evaluate the key functionality they are looking to deliver:

- Users will be able to see the current availability of their colleagues on-line.
- Users will be able to have one to one, or one to many, Sametime instant message chats to get quick answers to queries, or to transfer files, which will directly reduce the amount of unnecessary e-mail and phone traffic.
- By utilising online meeting places, users will be able to quickly and easily transfer from a chat to an online meeting and collaborate around a central document or project.
- Online meetings can be pre populated with presentations and the presenter will be able to share their own screen for internal seminars and training events.
- Users will be able to pick an available colleague and click on their name to initiate a phone call via their Cisco PABX.

Time Technology

Time Technology is 100% dedicated to the provision of solutions and services to the Lotus community. We work hard to help these businesses maximise the value from their IBM Lotus investment. We do this by providing cost effective consulting, delivery and support expertise, and by partnering with a select group of product vendors that have solutions that we believe provide significant business advantage to our customers.

For more information please contact us on 01483 863000 or email LotusSales@time-technology.co.uk

Business Benefits

- Reduced phone call traffic
- Reduced e-mail traffic
- Reduced travel costs
- More efficient working with click-to-dial
- Remote workers can be integrated in to the phone system and work closer with their colleagues