

This Report reveals:

- The business issues driving the need for Unified Communications and Collaboration tools.
- How integrating communications capability with applications leads to business process improvement.
- Why organisations need the foundation of a single, IP-based infrastructure.
- The benefits and barriers identified by organisations evolving to a converged environment.
- How to plan and deploy a unified communications solution.
- The significance of adopting a layered architecture.
- Examples of successful unified communications deployments.
- The key trends within the marketplace.
- A comprehensive review of communication technology providers.

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