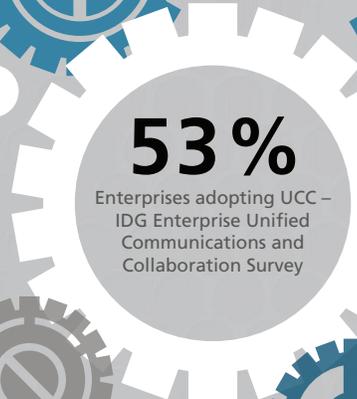




Realize Your Company's Full Potential with Unified Communications & Collaboration

Black Box has the Solutions that Drive Innovation

- » Collaboration strategies tied to outcomes
- » Strategic integration to maximize ROI
- » Agile environments to meet future goals



Building a Foundation for Enterprise Success

Today's business environment is driven by speed, flexibility, productivity and above all else—collaboration. Better collaboration improves efficiency. Efficiency creates capacity to focus on strategic objectives and market opportunities. Unified Communications and Collaboration (UCC) solutions provide a foundation and framework to improve operational performance and improve enterprise agility.



Challenges Facing Enterprises Today

Enterprises must consider unified communication and collaboration processes as fundamental to their performance or risk falling behind their competition. This is increasingly important as pressure on performance grows and millennials flood the workforce.

To implement UCC successfully, IT professionals must:

- Understand the business case and ROI
- Define requirements to transform the way people work
- Consider strategic objectives and the future

Understanding the ROI

Building a business case for migration is complicated. However, maintaining the status quo may be costing you more than you realize. The ROI on UCC *can* be measured by monetizing the time saved through consolidating communication platforms, as well as¹:

- Reduced IT management costs
- Reduced redundant maintenance costs
- Reduced carrier costs

Enabling collaboration delivers productivity and efficiency gains that impact the bottom line. An ROI-focused approach begins with a comprehensive analysis of your environment, processes and workflows. Careful consideration of available technology and deployment options leads to a strategic solution that delivers a strong ROI.

Mobile User & Customer Requirements

Enterprise IT environments are complex. Multiple locations, mobile users, day-to-day operations and security risks all contribute to sophisticated technology and process requirements. The right UCC solution offers:

- New ways for employees to collaborate
- Access to data on customer behavior
- Faster response times to improve customer satisfaction

A thorough understanding of customer and user requirements, with a focus on strong adoption, is critical to success. Implementing communication-enabled business processes can transform your enterprise.

Optimized for Long Term Success

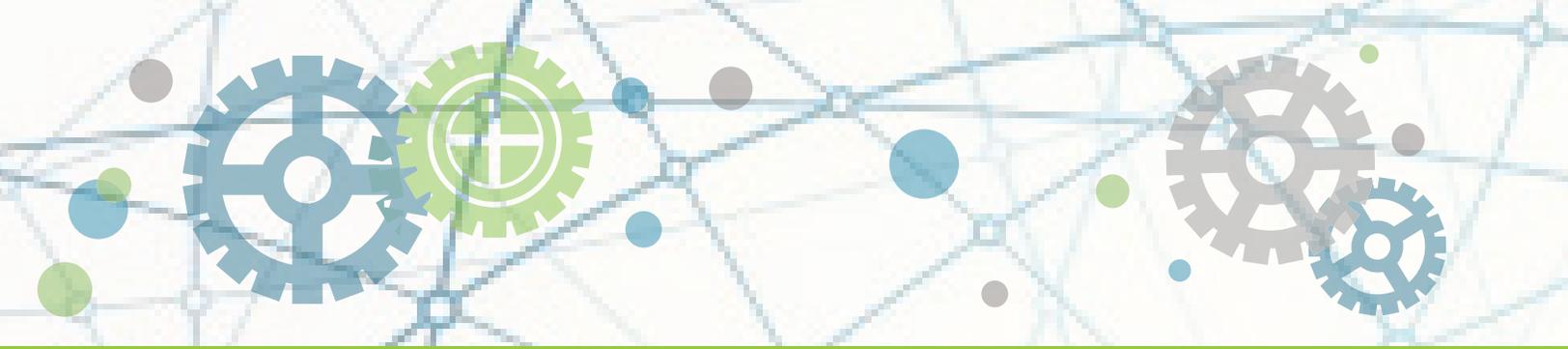
Having an IT infrastructure that is scalable and agile is critical to creating competitive advantage. The speed with which you are able to execute is often the only difference between you and the competition. Improve collaboration to:

- Expedite decision making
- Integrate acquisitions to deliver value to shareholders

Your future requires a network that supports your strategic vision. Understanding smart migrations and solution lifecycles to drive long-term strategies are keys to success.

[Let Black Box Show You How at blackbox.com/UCC](http://blackbox.com/UCC)

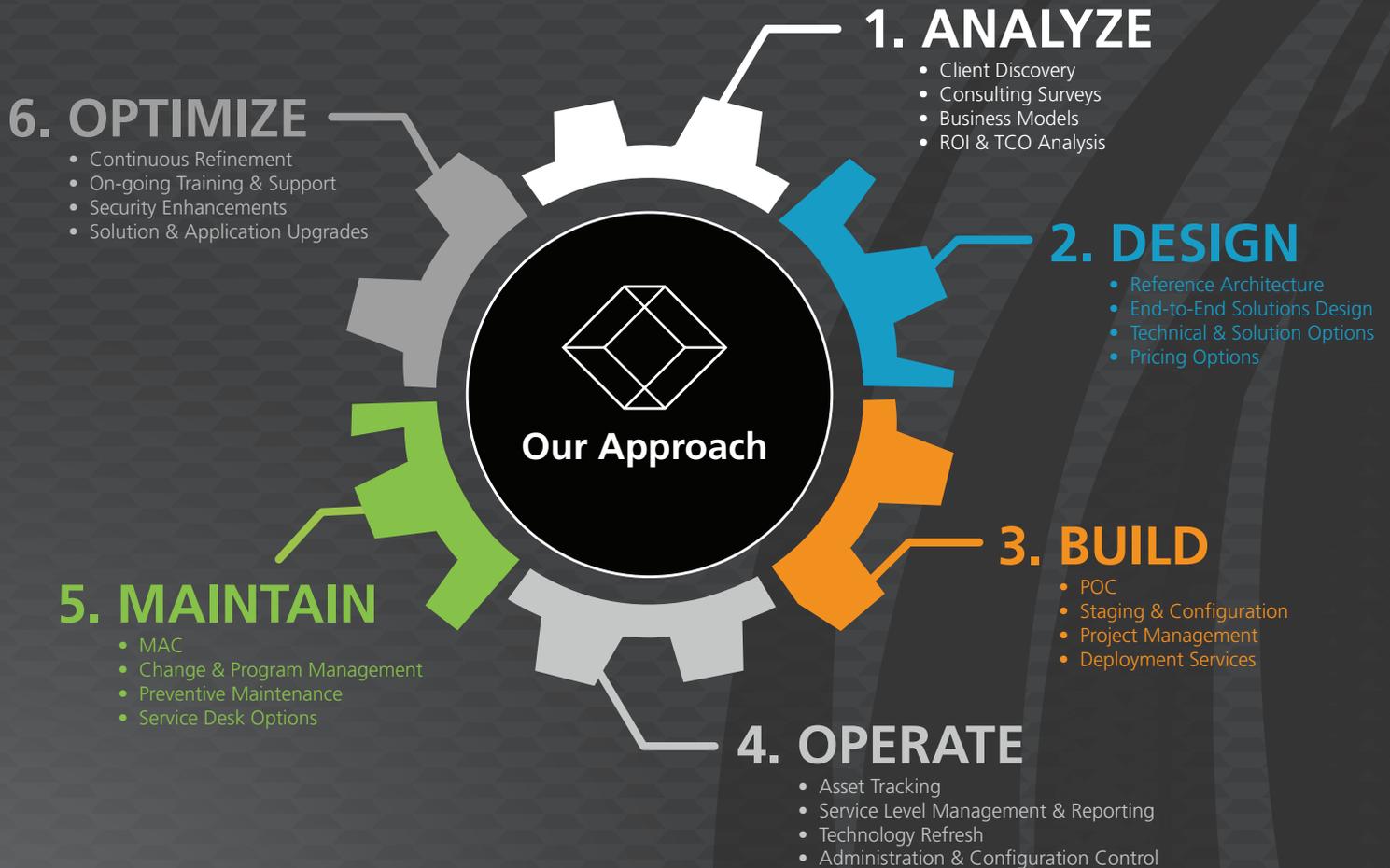
¹Chadwick Martin Bailey

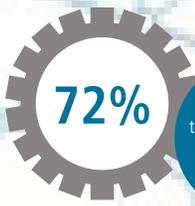


Black Box is the Right Partner

Black Box takes a unique lifecycle approach to UCC. Our vendor independent methodology focuses entirely on the customer. Our extensive partnerships with leading manufacturers, coupled with Black Box insight and services, can transform the way your enterprise communicates and collaborates.

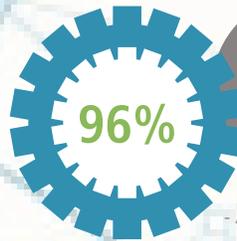
Black Box specializes in the design, deployment, management, and optimization of the most advanced UCC applications and solutions. We have the unique ability to execute a comprehensive migration plan that maintains or sunsets your legacy systems, identifies areas of interoperability, and ultimately deploys the UCC solutions and applications that are most advantageous to you.





Of employers say telecommuting has a high impact on retention rates

- PGI Survey



Greater improvement in response time to customer inquiries after deploying collaboration

- Aberdeen



Of consumers say they would pay more to ensure a superior customer experience

- Customer Experience Impact Report by Harris Interactive/RightNow

Our UCC Portfolio

Black Box offers a comprehensive portfolio of leading solutions and services including:

Unified Communications

- Voice & Unified Messaging
- Presence
- Chat
- CTI
- Mobility

Collaboration

- Audio
- Web
- Video

Contact Center
Cloud/Hybrid
Managed & Professional Services



“ Black Box fit the criteria I was looking for. The phone system upgrade went without a hitch. That gave me a high level of confidence in the company and their ability to execute.

Chris Benson,
Information Technology Director
City of Redondo Beach, CA

[Learn how Black Box helped Redondo Beach become a “Smart City” run by smart technology at blackbox.com/Redondo](http://blackbox.com/Redondo)

Our Partners



Premier Solution Provider
Enterprise Solutions

Black Box Benefits

Black Box customers receive the most advanced, technology-independent communications solutions and services with world-class technical support including:

- Proven approach with sophisticated design and consulting services tailored to your requirements.
- Flexible consumption models depending on your budgetary needs (CAPEX vs. OPEX).
- Premise, cloud, or hybrid deployment options to meet you wherever you are and take where you want to go.
- SLA driven maintenance and post deployment services for the lowest downtime.
- Sophisticated network operations centers equipped with multi-vendor solutions to support and expedite Tier 1, 2, and 3 problem resolution.
- Global footprint of 2,400 trained technicians ready to be onsite when you need them.
- Deep experience with all vertical industries to address customer specific requirements.
- Single point-of-contact for clear client control.

Solid advice on the latest in:

- » Cloud, Hybrid or Hosted
- » Virtualization
- » Mobility
- » BYOD
- » Social Media Integration
- » Analytics



About Black Box

Black Box is a leading technology solutions provider dedicated to helping customers build, manage, optimize, and secure their IT infrastructure. Black Box delivers high value products and services through its global presence and over 4,000 team members. To learn more, visit the Black Box Web site at www.blackbox.com.

www.blackbox.com | 1-877-877-2269 | contact@blackbox.com

Black Box® and the Double Diamond logo are registered trademarks of BB Technologies, Inc.

NACS_BR_U_15003_1