colt

Colt Intelligent Communications

How businesses can increase productivity and employee satisfaction by tightly integrating key desktop applications and unified communications in the cloud

www.colt.net

Introduction

The modern enterprise is more diverse and connected than ever before, with new applications that bring people together regardless of their location.

For colleagues already pushed for time, the variety of desktop and communication apps can add layers of complication and negatively impact productivity. Now a new trend is emerging, a move to Intelligent Communications, which offers significant productivity improvements and a simplified procurement and management process.

The rise of Intelligent Communications

Enterprises are moving essential applications and workloads to the cloud at a rapid rate. According to Gartner's October 2018 Public Cloud Services report, (SaaS) will reach 43% of total application software spending by 2022[1], with SaaS becoming what appears to be the preferred delivery model for applications as both on-premises and cloud providers deliver nearly all enhancements, extensions, and add-ons via SaaS.

Intelligent Communications brings together productivity applications and enterprise communication, closely integrated to deliver everything colleagues need to collaborate and work efficiently, with minimal switching between applications or tasks.

By closely linking desktop applications with productivity apps, directory services and communications, it's quick and easy to contact colleagues and follow up on actions – for example clicking on a comment in a document and getting a range of options for contacting that person – instant message, email or call. In meetings, information and relevant colleagues are easily accessible and on calls it's easy to find meeting minutes or key documents without having to switch between applications.

Businesses benefits of Intelligent Communications:

- Flexible costs for your productivity applications and enterprise communication infrastructure thanks to cloud based "as a Service" model.
- Increased productivity thanks to mobility and seamless user experience across all devices and geographies.
- Simplified procurement by having one supplier providing applications, connectivity, hardware and support.
- Enhanced business continuity by relying on Colt first in class, predictable connectivity and higher resiliency provided by premium service quality.

Selecting the right partners and suppliers

To fully realise these benefits there are three key areas which must be considered – the applications, the network that delivers them and the supplier you partner with.

The applications

Intelligent Communications is based on the tight integration of applications, so it's important to select a supplier who can guarantee interoperability today, along with a roadmap for the future. Rather than choosing different vendors for each application, selecting a single supplier will ensure that applications work well together.
Using a single platform and contract also provides simplicity in procurement. Enterprises with multinational presence can save the administration and operating costs of having separate suppliers for each country, by relying on a single partner that can deliver across all geographies.

1. Gartner, Public Cloud Services, Worldwide, 2016-2022, 3Q18 Update, October 2018. (Summary_Could_Segment_Country)

The network

With cloud services playing a huge role in the business landscape, it's vital that organisations can migrate desktop applications and communications with confidence. This move should be backed by a future-proofed fibre network, one that has direct connectivity around the globe into key data centres where the cloud resides. Only this kind of network can support an enterprise's transformation to Intelligent Communications and give them the guaranteed up-time and agility they need to compete.

The network also needs to be highly resilient and one that can move seamlessly to a different route when problems occur. Enterprises should select a partner that can deal with any issues quickly, keeping in contact throughout and going the extra mile in giving the best and most consistent service.

Professional Services

For those without large in-house IT resources it's important to select someone who will act as a partner rather than just a supplier – one who can translate a businesses' very specific requirements into the right solution and who provides Professional Services for the design, build and transition stage.

Colt and Microsoft Intelligent Communications

Colt is bringing the transformational power of Microsoft's suite of products to businesses through its reliable voice services and high bandwidth cloud connectivity.

Colt Intelligent Communications is a fully integrated solution for enterprise productivity and unified communications applications with enterprise grade voice service and high bandwidth. The solution includes productivity and collaboration applications, voice, connectivity, hardware and support all provided by Colt.

Colt is a key connectivity partner to Microsoft's cloud offering and delivers **Direct Routing** to its voice network for **Skype for Business** and **Teams** users, wh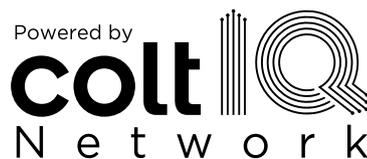ich is crucial as more businesses power their digital transformation with SaaS cloud applications such as **Microsoft Office 365**, and want to retain the flexibility to select their preferred supplier for voice services.

Applications run on the Microsoft Office 365 cloud based platform, while connectivity to the cloud and voice traffic breakout are based on Colt's Tier 1, globally connected, next-generation network. As well as connecting to Microsoft's cloud, The Colt IQ Network connects to more than 850 data centres globally, as well as being made up of 27,500 on net buildings.

About Colt

Colt aims to be the leader in enabling customers' digital transformation through agile and on-demand, high bandwidth solutions. The Colt IQ Network connects 850+ data centres across Europe, Asia and North America's largest business hubs, with over 27,500 on net buildings and growing.

Colt has built its reputation on putting customers first. Customers include data intensive organisations spanning over 213 cities in over 30 countries. Colt is a recognised innovator and pioneer in Software Defined Networks (SDN) and Network Function Virtualisation (NFV). Privately owned, Colt is one of the most financially sound companies in its industry and able to provide the best customer experience at a competitive price. For more information, please visit www.colt.net.

Powered by
colt IQ
Network

For more information
visit www.colt.net

Tel: +44 (0)20 7863 5510
E-mail: sales@colt.net