

# Evolving Telework Technology: Unified Communications

*Unified communications  
can make your business  
run seamlessly from  
almost any location*

Telecommunication systems have evolved from standalone hardwired phone systems to sophisticated data applications that integrate all forms of messaging (e-mail, voice mail, text) across multiple voice and data networks (Wireline, Wireless).

This evolution has been under way for many years. Starting in the late 1990s, new breed of phone systems entered the mainstream of corporate communications called VoIP (Voice over Internet Protocol). These voice calls were the first to travel over data communication networks. The latest development, unified communications, further expands the VoIP concept by including many methods of communication and allowing them to work together on the same IT platform.

While VoIP and unified communications (UC) may overlap in features such as voicemail, the transfer of calls, and conference calling — the UC system provides additional applications, such as video and instant messaging.

Of the many increased capabilities with a UC system, the applications generating the most interest are “Unified Messaging” and the concept of “Presence”. These features expand the ability to send and receive information across a variety of devices and locations without either party having to know point of origin (e.g. work, home, traveling).



*Unified communications  
features are changing the  
workplace by creating  
new efficiencies*


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Here's how each of these two unified communication applications expand seamless telework functionality:

- *Unified Messaging*

Unified Messaging combines not real-time elements of messaging into one platform. Email, voicemail and faxes can be routed to the same place and checked from multiple devices.

For example, voicemail messages can be routed to your email inbox as an audio file. The message can then be forwarded to a colleague through email, instead of having to dial into your voicemail box and forward through the prompts on the phone. These capabilities for managing messages can help organizations save time and operate more efficiently.

- *Presence Information*

Presence information allows users within the UC system to be aware of when a person is available and make a determination as to the best way in which to communicate. Users know if the person they need to reach is at their PC, on the phone, or in a meeting.

The UC system can also route calls accordingly. For example, you are able to send calls to your mobile phone when you are away from your desk, and that call will be connected seamlessly, as if you were present.

These features and applications increase the effectiveness of our communications by providing multiple options for contact and increasing the success rate of contact.

A UC system is integrated with a company's data network. This integration makes it possible to serve many applications over a variety of endpoints, such as PCs, tablets and smart phones simply by installing an application on the device.

Teleworking capabilities are significantly enhanced when companies have unified communications capabilities. In the past, a teleworker would need to set up a business phone line, a fax line and a secure network connection. With a UC system, the only requirement is broadband access and a secure virtual private network connection.

Unified communications can enhance and support teleworking in a variety of different ways from the ability to choose end points, to the efficiency of knowing the best way to reach someone. It also can allow work location flexibility, enabling users of UC systems to connect and collaborate more intuitively and effectively with their colleagues.

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*UC can enhance  
and support  
teleworking in  
many different  
ways.*

Get free consultations to implement a Telework program by calling our Telework Specialist at 1-877-CTrides (287-4337) or by emailing [info@CTrides.com](mailto:info@CTrides.com).