

Collaboration Services

Enabling Effective Communication

Collaboration is not just phones and dial tone, rather it's the way you enable all communication within your organization. Wherever you are, your collaboration platform should address the way you communicate in any instance. The solution should support high quality video that **replaces** an in-person meeting, and does not add distraction. **LookingPoint** will work with you to deliver your communications needs on all levels, including Workflow, Automation, Connectivity, Video, and Messaging. These components brought together in harmony create a unified communications solution unmatched by any "Phone System".

Our Services

Design



We work with you to develop a solutions aligned with your business goals.

- Ensure we understand your business and know what matters most to you.
- Analyze your current infrastructure
- Provide a comprehensive plan to address your needs, goals and long term objectives.

Implementation



We leverage our deployment methodology and project team to deliver your project.

- Review the purchased equipment and statement of work
- Confirm design and develop plan for implementation
- Schedule resources to deliver the project
- System cutover and support

Support and Management



Let LookingPoint take complete ownership of managing your collaboration infrastructure.

- Network monitoring
- Infrastructure security review
- On-call network support
- Moves, adds and changes

Support Services

Collaboration Services

Supported systems include Cisco Unified Communications Manager, Cisco Unity Connection, and Cisco Unified Presence

- Unlimited moves, adds, and changes
- Software updates and patch management
- Backup and system management
- 24x7 monitoring

Contact Center Management

Supported systems include Cisco Unified Contact Center Express

- Unlimited moves, adds, and changes
- Software updates and patch management
- Backup and system management
- 24x7 monitoring

What We Do

Professional Services

- Assessments
- Design
- Implementation
- Project Management

Managed Services

- Reactive Support
- Proactive Monitoring
- Best Practice Review
- Technical Expertise on demand

Hardware Procurement

- International Delivery
- Over 5 Distribution Partners
- Lifecycle Management
- Real-time Order Tracking and Status Updates

The result? A reliable and consistent collaboration experience enabled by our team of highly trained experts and their collective expertise.