

PREPARE FOR A NEW ERA OF AGILITY AND COLLABORATION

Accelerate Digital Transformation with Best-in-Class UCaaS

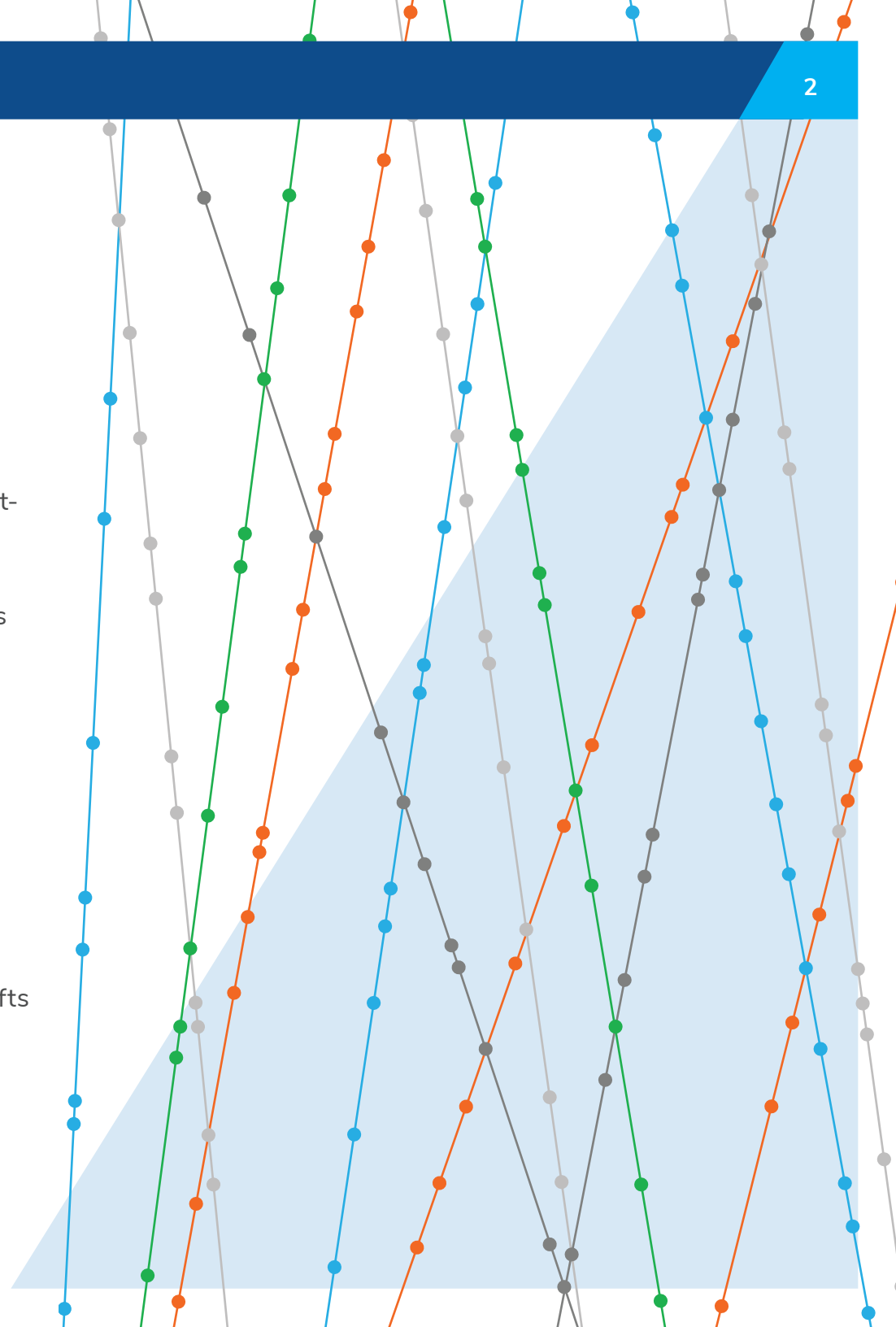
FROST & SULLIVAN EBOOK

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AGILITY AND ADAPTABILITY DETERMINE SUCCESS IN THE HIGHLY DYNAMIC GLOBAL ECONOMY

Enable Collaboration and Continuity with Flexible Cloud Communications Solutions

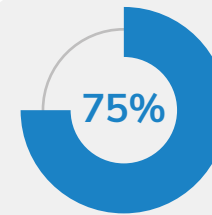
The unanticipated, wide-scale and rapid increase in remote work in response to the global pandemic brought forward the need for more robust business continuity programs, including flexible technology consumption models. The most agile organizations quickly deployed cloud services to enable effective communications and collaboration among geographically dispersed employees as well as between the company and its customers, suppliers and partners.

Today, it is clear that cloud solutions, such as unified communications as a service (UCaaS), provide the agility businesses need to thrive during times of both prosperity and adversity.

Forward-looking business decision makers acknowledge that work-style paradigms have shifted forever. Safety, productivity and work-life balance concerns will drive demand for adaptive workspaces and convenient access to technology tools—anywhere, anytime, on any device and network. Increasingly virtual organizations, as well as evolving use cases, such as telehealth and distance learning, will leverage cloud communications, collaboration and contact center services to boost staff productivity and improve the customer journey.

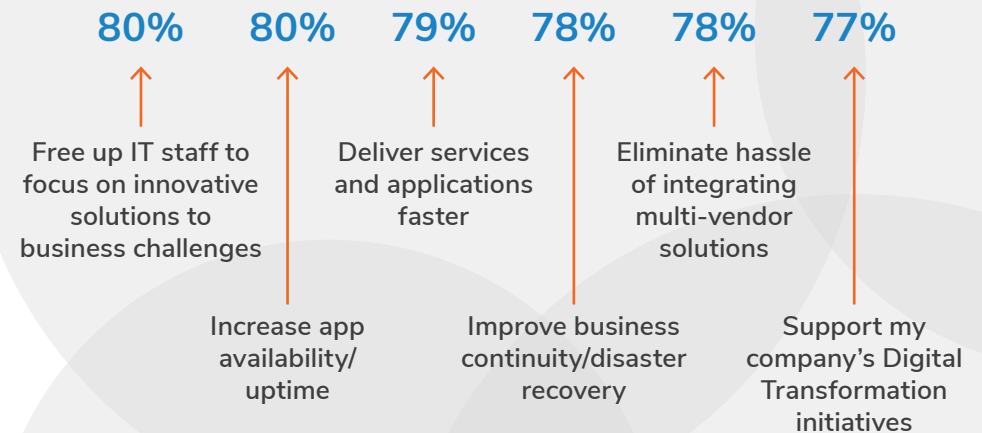
UCaaS provides the **AGILITY BUSINESSES NEED TO THRIVE** at times of both prosperity and adversity.

What Business and IT Leaders are Saying



The **cloud** is the most critical part of our **Digital Transformation** strategy

Drivers for Cloud Adoption



Software Workloads Being Moved to the Cloud by 2021



83%
Enterprise
IP Telephony



80%
Video and Web
Conferencing

Source: Frost & Sullivan.

THRIVE AMIDST CONSTANT CHANGE WITH ROBUST BUSINESS CONTINUITY STRATEGIES

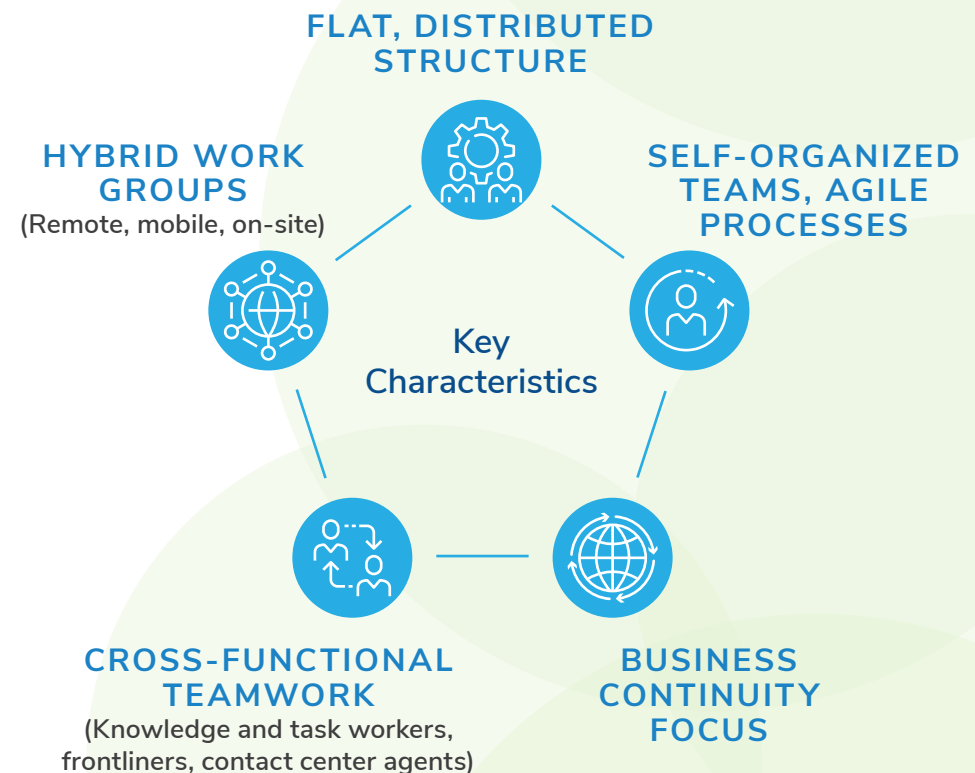
Cloud Services Will Deliver the Flexibility You Need to Ride the Tides

In a post-COVID-19 world, the “next normal” will represent a constantly moving target that will require businesses to considerably enhance their business continuity programs and disaster preparedness. Cloud services will provide the agility businesses need to promptly adapt to ever-changing local and macro-economic, socio-demographic and industry-specific market conditions.

Increasingly distributed organizations adopt mobile-ready solutions that enable access to communications and collaboration services over desktop phones, computers and mobile devices depending on device and network availability or user preferences. The ability to seamlessly make and receive calls, participate in video conferences and perform file/screen share remotely must represent an indelible part of business continuity programs going forward. Creating stronger bonds across teams, job functions, departments and business sites will be a strategic imperative for the organization of the future.

Creating **STRONGER BONDS** across teams, job functions, departments and business sites will be a **STRATEGIC IMPERATIVE** for the organization of the future.

The Post-pandemic Connected Organization

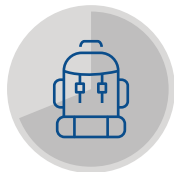


Source: Frost & Sullivan.

FUTURE-PROOF COMMUNICATIONS UPGRADES WITH BEST-IN-CLASS SOLUTIONS

Enable a Collaborative Work Environment with Feature-rich UCaaS

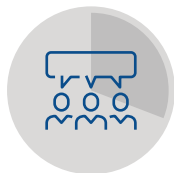
Businesses in pursuit of digital transformation must deploy reliable, secure and extensible UCaaS solutions that provide a comprehensive feature set to address the diverse and evolving needs of their workforce, customers and partners. To optimize investment value, UCaaS buyers must select UCaaS solutions that comprise a complete applications suite, including robust PBX features, as well as rich web and video collaboration functionality. To boost collaboration and accelerate decision making across distributed teams, technology buyers must also ensure that team spaces and persistent chat represent key elements of the user experience.

**69%**

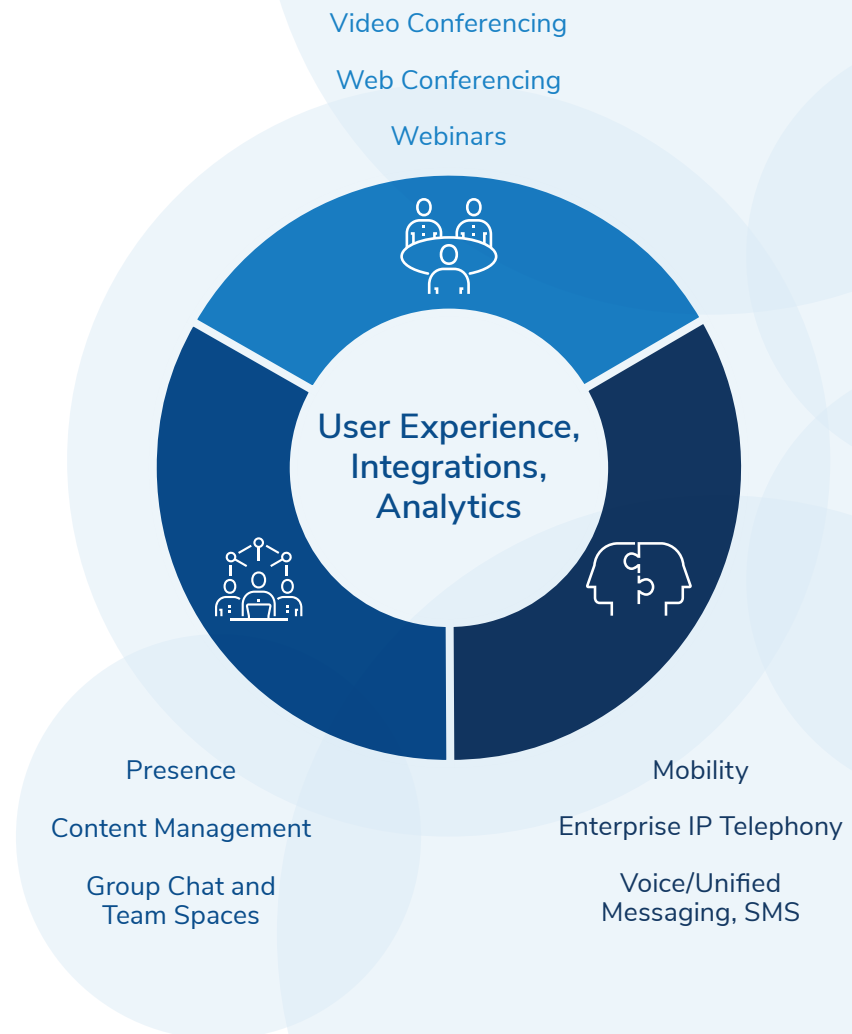
of UCaaS decision makers prefer **all-inclusive UCaaS bundles**

**43%**

of UCaaS decision makers consider **one-to-one video calling** the most important feature in UCaaS

**31%**

of UCaaS decision makers consider **multi-party video conferencing** the most important feature in UCaaS



Source: Frost & Sullivan.

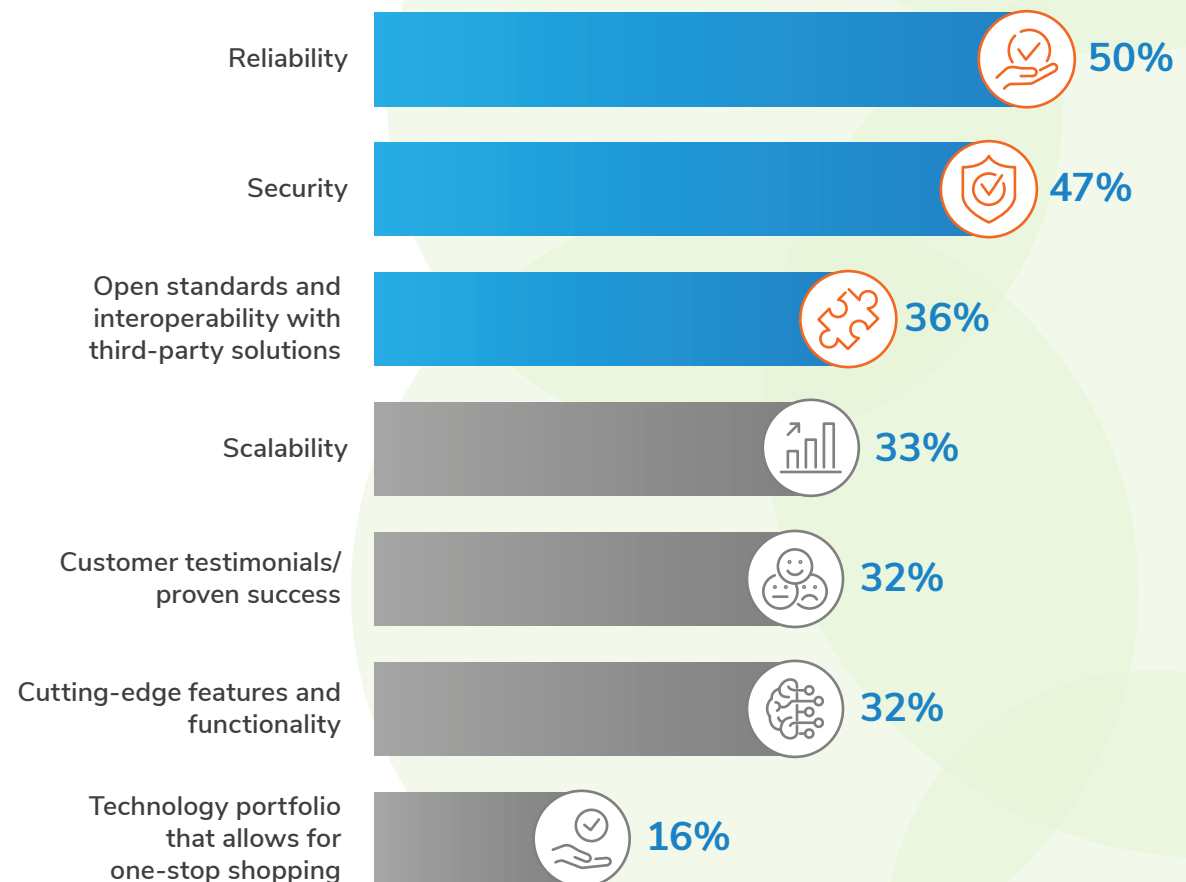
MAXIMIZE UCAAS VALUE WITH A PROVIDER THAT BRINGS BOTH PROVEN EXPERIENCE AND A STRONG VISION

Find a Trusted Partner for Your Transformation Journey

As businesses embrace cloud communications, they must choose from a plethora of UCaaS solutions and providers that claim delivery of similar customer value. The decision is daunting as UCaaS offerings vary in terms of features, price, reliability, security, compliance, and customization and integrations with mission-critical third-party software and devices. UCaaS provider financial stability, portfolio breadth, technology vision and roadmap, and customer support capabilities also vary widely and can impact long-term customer value.

Solution **RELIABILITY, SECURITY AND INTEROPERABILITY** with third-party software and services can help **FUTURE-PROOF** your UCaaS investment.

Decision-making Factors when Selecting a Cloud Communications Provider



UNIFY OFFICE BY RINGCENTRAL DELIVERS COMPELLING BENEFITS

Choose a Business-grade Solution that Addresses Your Unique Requirements

Unify Office leverages an industry-leading cloud communication platform to enable flexible technology consumption and address the constantly evolving needs of the increasingly mobile and highly distributed workforce. Specific Unify Office benefits include:

- Hybrid on-premise/cloud integration expertise and broad selection of communications endpoints, including re-use of existing Unify devices
- Unique migration tools to automate transition to cloud for OpenScape installations
- Extensive and expanding feature set, including HD voice calling, audio and videoconferencing, screen, file and note sharing, recording, group conversations and persistent messaging, team spaces, task management and Internet fax
- Data privacy compliance with data centers located in respective countries and world regions
- Integration with industry-leading cloud contact center-as-a-service (CCaaS) solutions
- Compelling mobile functionality and a seamless user experience across desktop phones, PCs and mobile devices
- Tiered pre-packaged service bundles, including fully-loaded feature sets, phone numbers, and calling and conference minutes
- Geo-redundant data centers and a strong track record of service reliability and service quality
- Advanced multisite service administration, performance reporting and analytics that enable data-informed decision making
- Extensive integrations with popular third-party software (e.g., Microsoft Teams, Google G Suite, Salesforce, ServiceNow, and other business apps) and flexible APIs and SDKs for future custom integrations



Atos Unify Office by RingCentral

Source: Frost & Sullivan.

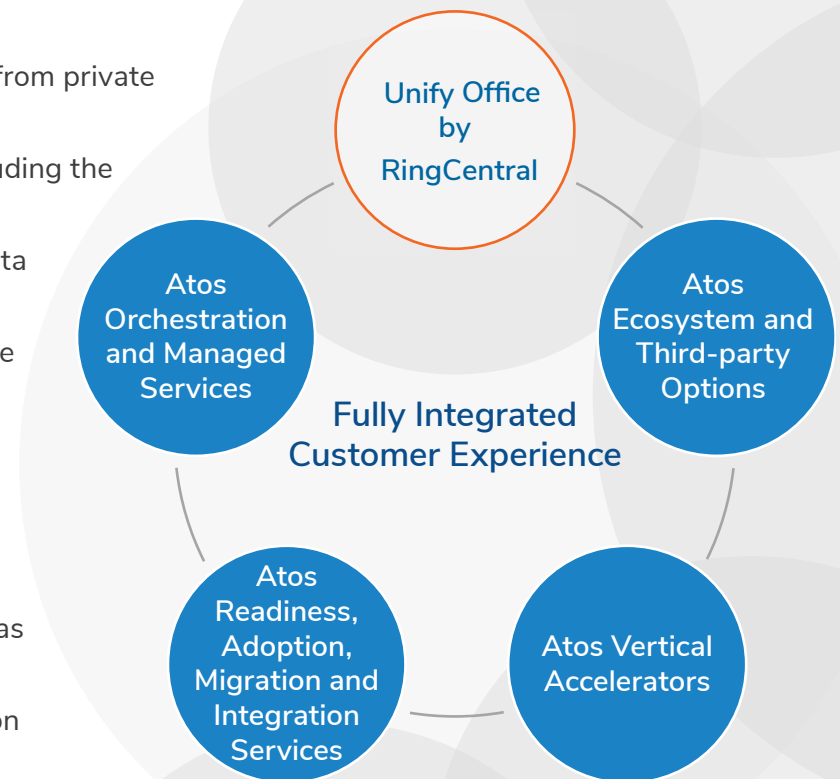
ATOS' WINNING COMBINATION OF SYSTEMS INTEGRATOR AND DEVELOPER EXPERTISE

Partner with Atos to Enable an Effective Cloud Migration

Atos, with its Unify communications and collaboration business, stands out among other solution providers as it combines the skills of an independent systems integrator (SI) with the technology expertise of a communications solutions developer. Drawing on its deep vertical knowledge and vertical industry transformation program, Atos tailors its solutions and services to effectively address the unique challenges and objectives businesses face in their different industries.

Organizations partnering with Atos benefit in a number of ways:

- Global reach and support for the full spectrum of customer organizations, from private to public
- Multi-vendor expertise mitigates risk in a customer's journey to cloud, including the liability of single-vendor technology lock-in
- Local expertise to support businesses in multiple countries and address data privacy and local regulatory compliance requirements
- Expertise in maximizing current technology investments and smoothing the transition from existing obligations
- Transition management tools to minimize business disruption during cloud migration and communications upgrades
- Deployment flexibility with support for public, private and hybrid cloud environments based upon customer preferences
- One-stop shop for a broad portfolio of software, equipment and services, as well as end-to-end solution design and deployment
- Unique Digital Workplace as a Service (DWPaaS) solution and consumption options
- Complementary technology innovations in key areas such as AI, IoT, automation, HPC, cloud computing and cybersecurity, among others
- Available 24 x 7 first-level support in local languages



Source: Frost & Sullivan.

DON'T SIT ON THE SIDELINES: LEVERAGE UCAAS TO BECOME MORE AGILE AND RESPONSIVE TO MARKET SHIFTS

It's time to do more with your business communications investments. The time is right to accelerate digital transformation and prepare for an increasingly dynamic global economy. Embrace cloud services to gain the efficiency and productivity benefits your organization needs to compete in the age of agility.

Empower your workforce with a collaboration-centric, mobile-ready UCaaS. Evaluate Unify Office to address a broad spectrum of evolving business and user requirements.

Choose a provider with a strong track record, a broad solutions portfolio and a powerful vision to drive a smooth, effective journey to the cloud. Consider collaborating with Atos and their partners to power business transformation and boost your competitive stance utilizing advanced cloud communications technology.

Empower your workforce with
**COLLABORATION-CENTRIC,
MOBILE-READY** UCaaS.





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