Connecting People Through Innovation.

Breakthrough Technologies in Unified Communications and Collaboration

Jim Colquhoun

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“where people and technology collide”

Jim Colquhoun

What is Unified Communication?

*"…is **an evolving use of communications technology for communication between individual users in real time or non-real-time** in which all available human and device-assisted forms of data-sharing are unified into a common experience."*
https://en.wikipedia.org/wiki/Unified_communications

*"…**solutions provide everything a company would need** for any type of communications, with tools such as voice, video, instant messaging, file transfer, video communication, external data sourcing, and virtual conferencing."*
https://mytechdecisions.com/unified-communications/define-unified-communications-ivci/

***"…is a business and marketing concept** describing the integration of enterprise communication services"*
https://www.zenya.com

What is important?

- User Experience
- UCC Strategies
- The Ever-expanding Tool Kit

Just because something doesn't do what you planned it to do doesn't mean it's useless. - *Thomas Edison*

People
Technology Trends
Implications

For a list of all the ways technology has failed to improve the quality of life, please press three.
– *Alice Kahn*

People

Workforce Expectations

- Convenience
- Freedom of access
- User Devices (BYOD)
- Video Everywhere
- “Soft Codec” Revolution
- Voice Control & AI

Source: Microsoft RE & F and the Virtual Workplace, Chris Norman, Lync TSP, Microsoft Corporation

Reaction

- Organizations in general are adopting more flexible workspace
- Touchdown spaces for mobile workers
- Virtual meeting space for disparate teams

Reaction

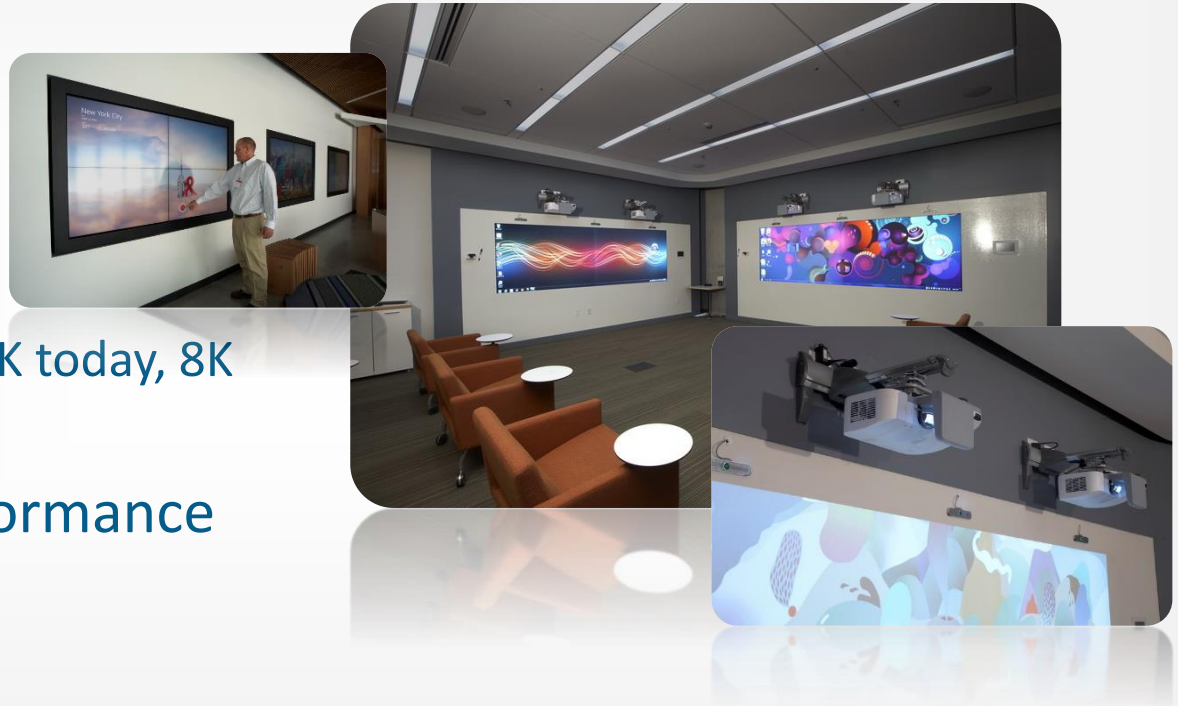
Organizational Expectations

- Remote Monitoring
- Remote Management
- Self-healing Systems

Technology presumes there's just one right way to do things and there never is.
– Robert M. Pirsig

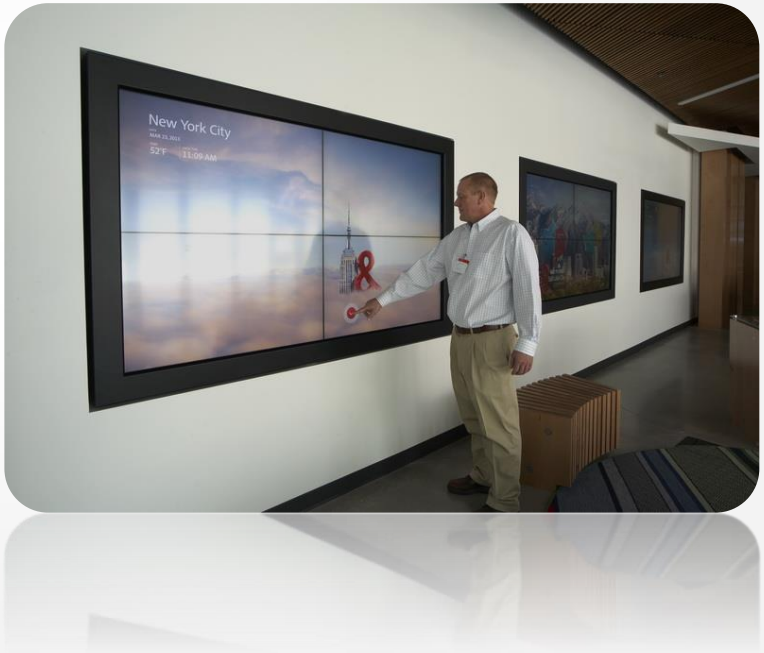
Technology Trends

- Touch-Interactive
- User Interfaces
- Higher Resolutions (4K today, 8K on the way)
- Improved Audio Performance



Technology Trends

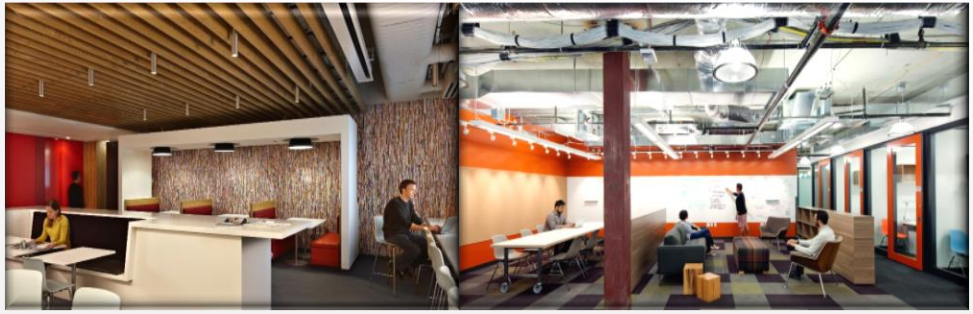
- Competing Technologies
- Competition for Network Access
- Changing Technologies



Technology Trends

AV is Network

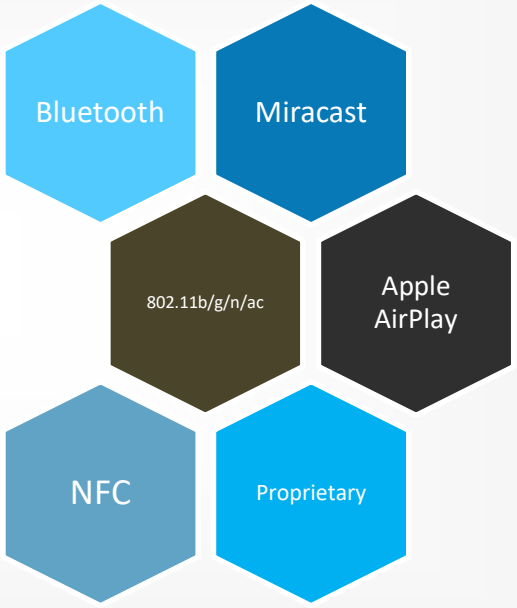
- Off Client Network (Separate Physical Layer)
- On Client Network (Additional Data Drop Locations)
- AV and GPON Systems



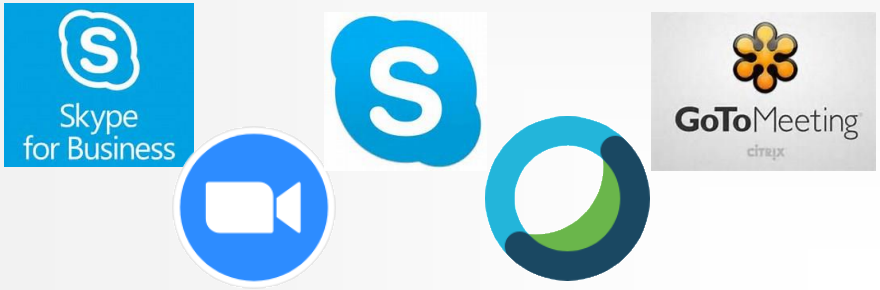
Technology Trends

Wireless Connectivity

- Hardware
  - Multiple Technologies
  - Speed
  - Multiple Users
- Software
  - Dedicated PC in the Room
  - Client Software Load

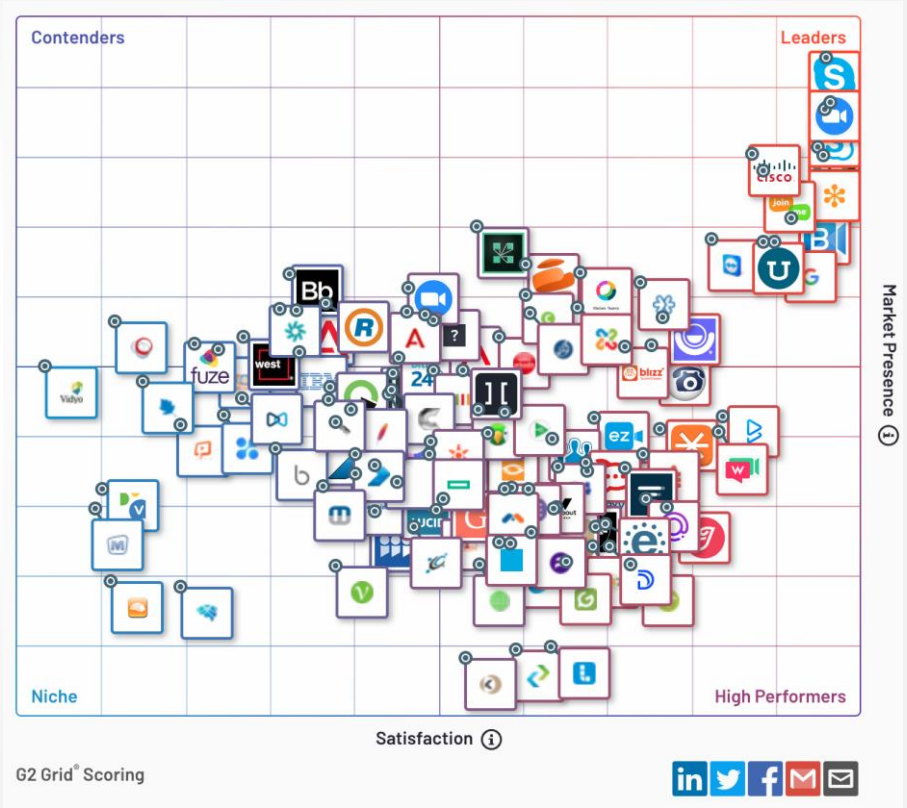


Technology Trends



Soft Codec Revolution

- Crowded field (193 options)
- Vary by user experience and feature set
- Some will work with legacy video systems

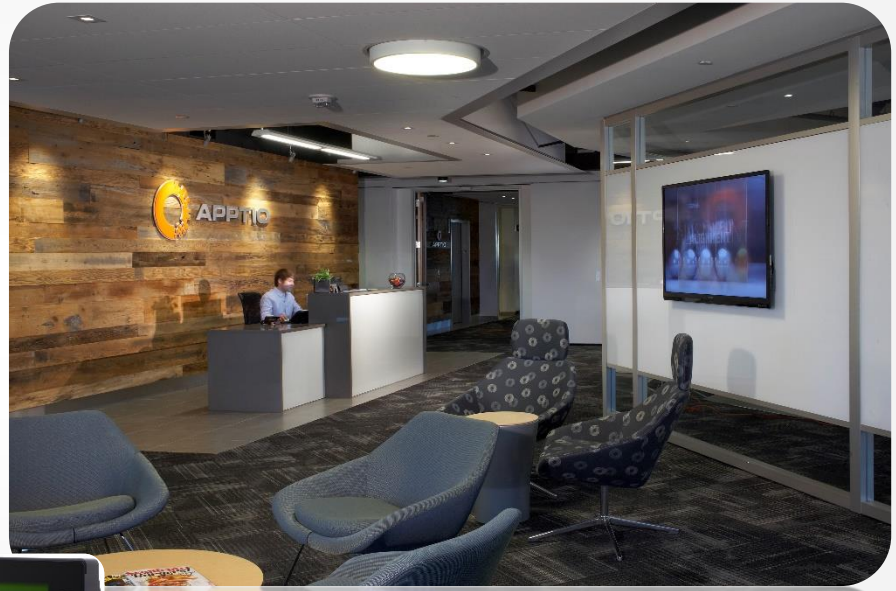


https://www.g2crowd.com/categories/web-conferencing

Technology Trends

Technology outside of the Conference Room

- Touch Interactive
- Scheduling



Technology Trends

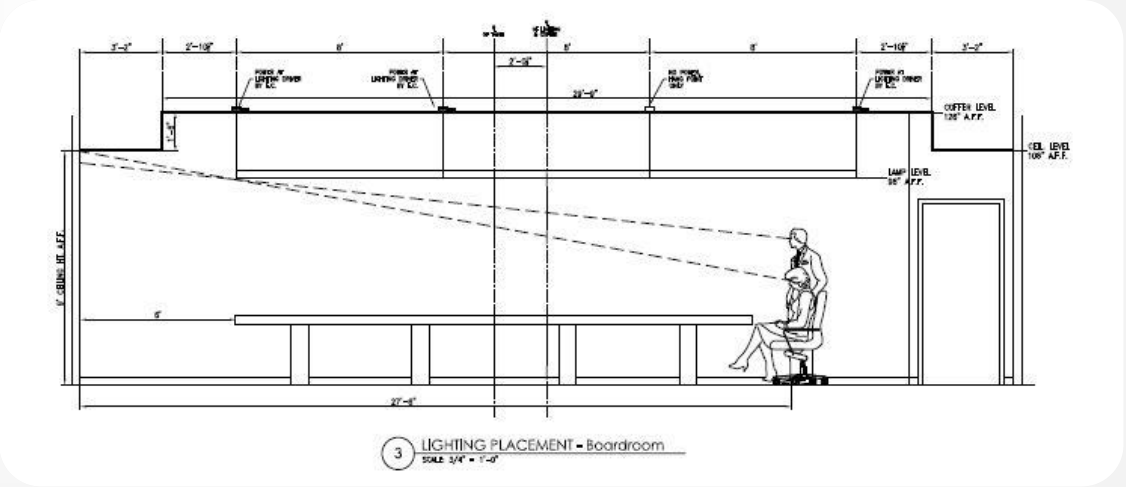
Collaboration Environments

- Dedicated vs. Multiple Use Spaces
- Performance Standards

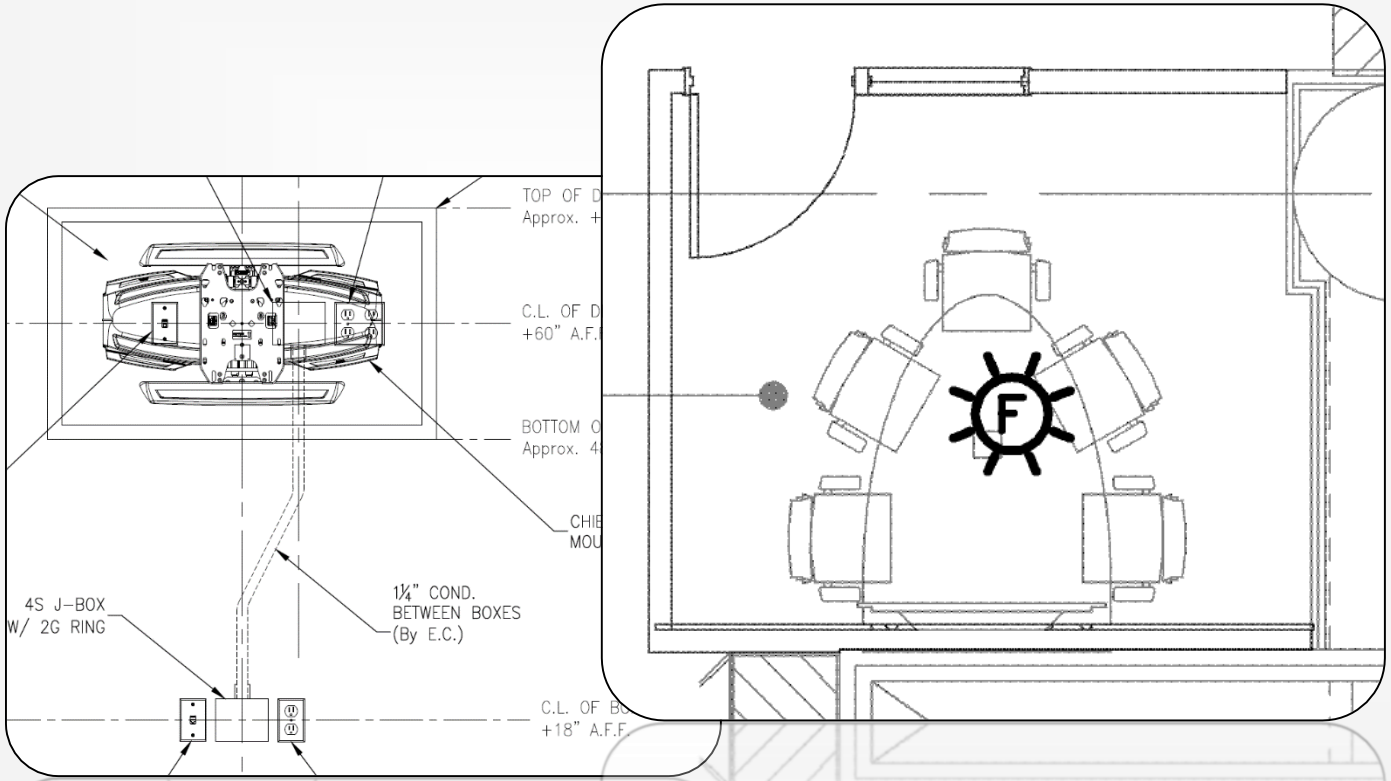
  (ANSI and others)

Architectural Implications

- Furniture Layouts
- Lighting
- Acoustics



Architectural Implications



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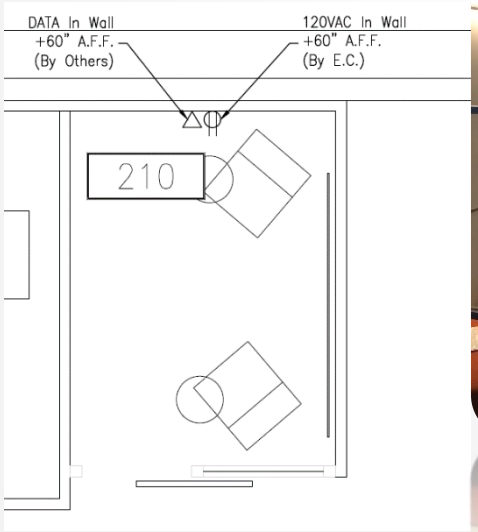
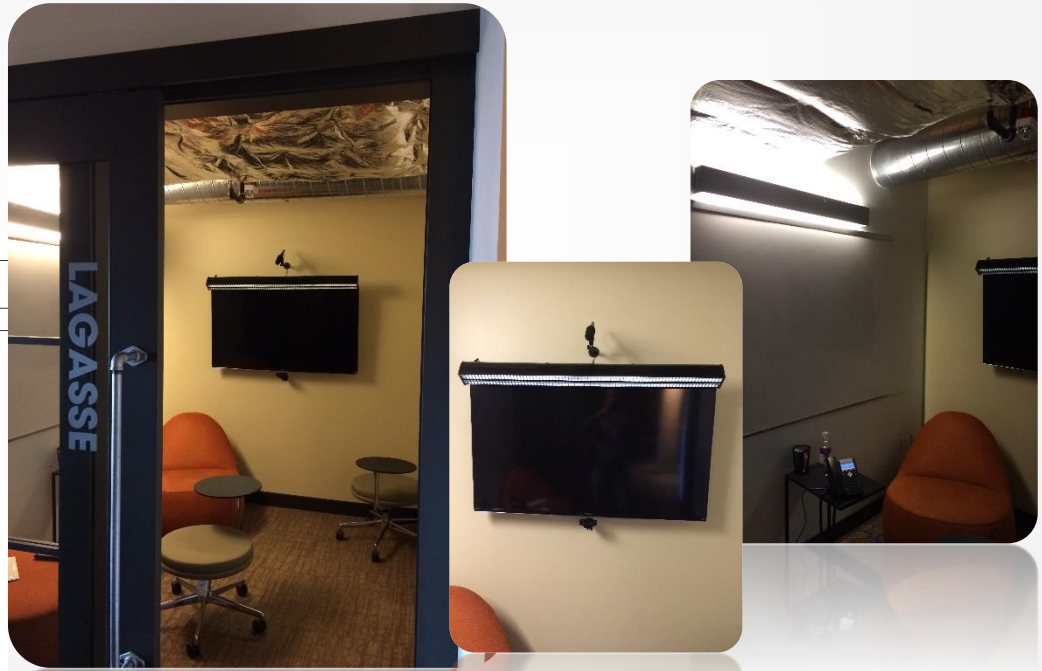
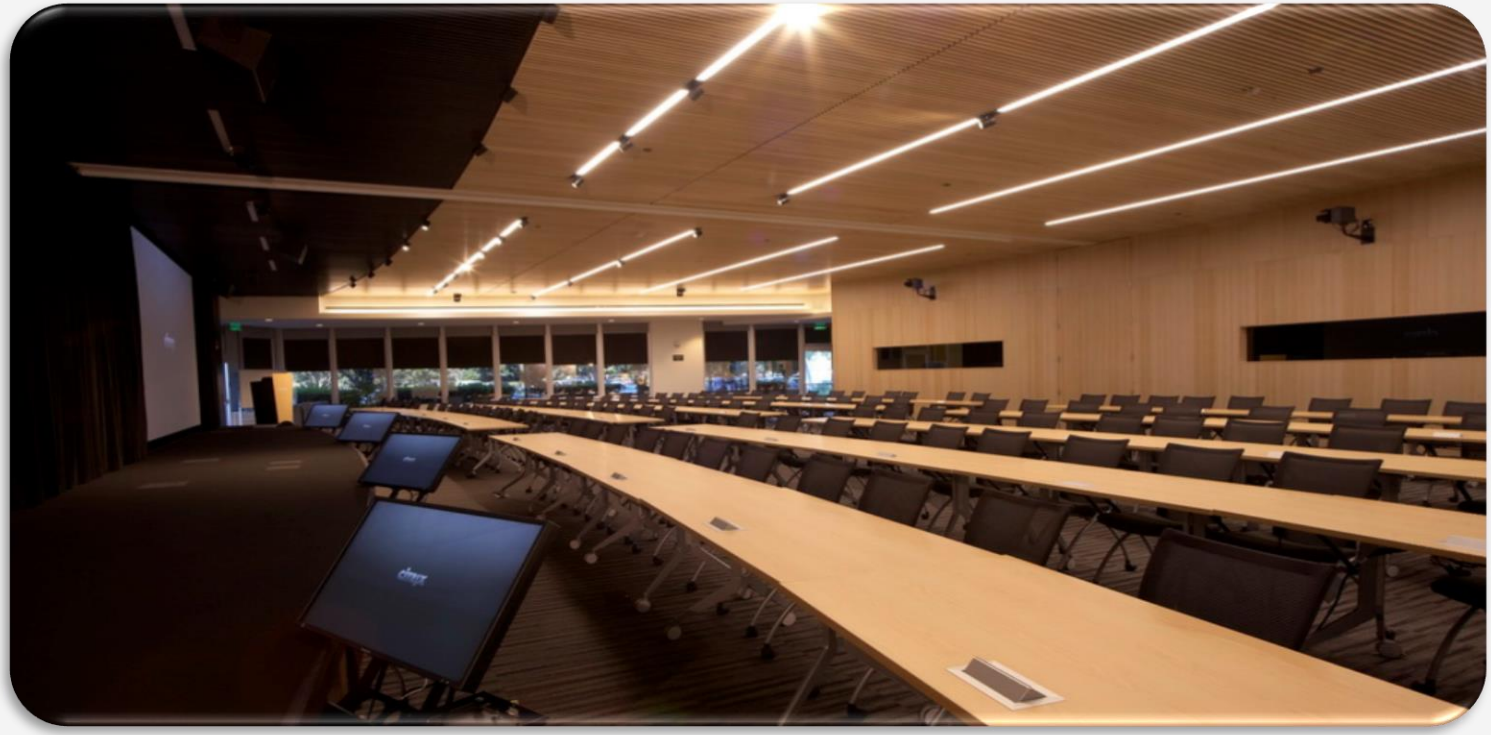




Implications

Things to Consider



Things to Consider

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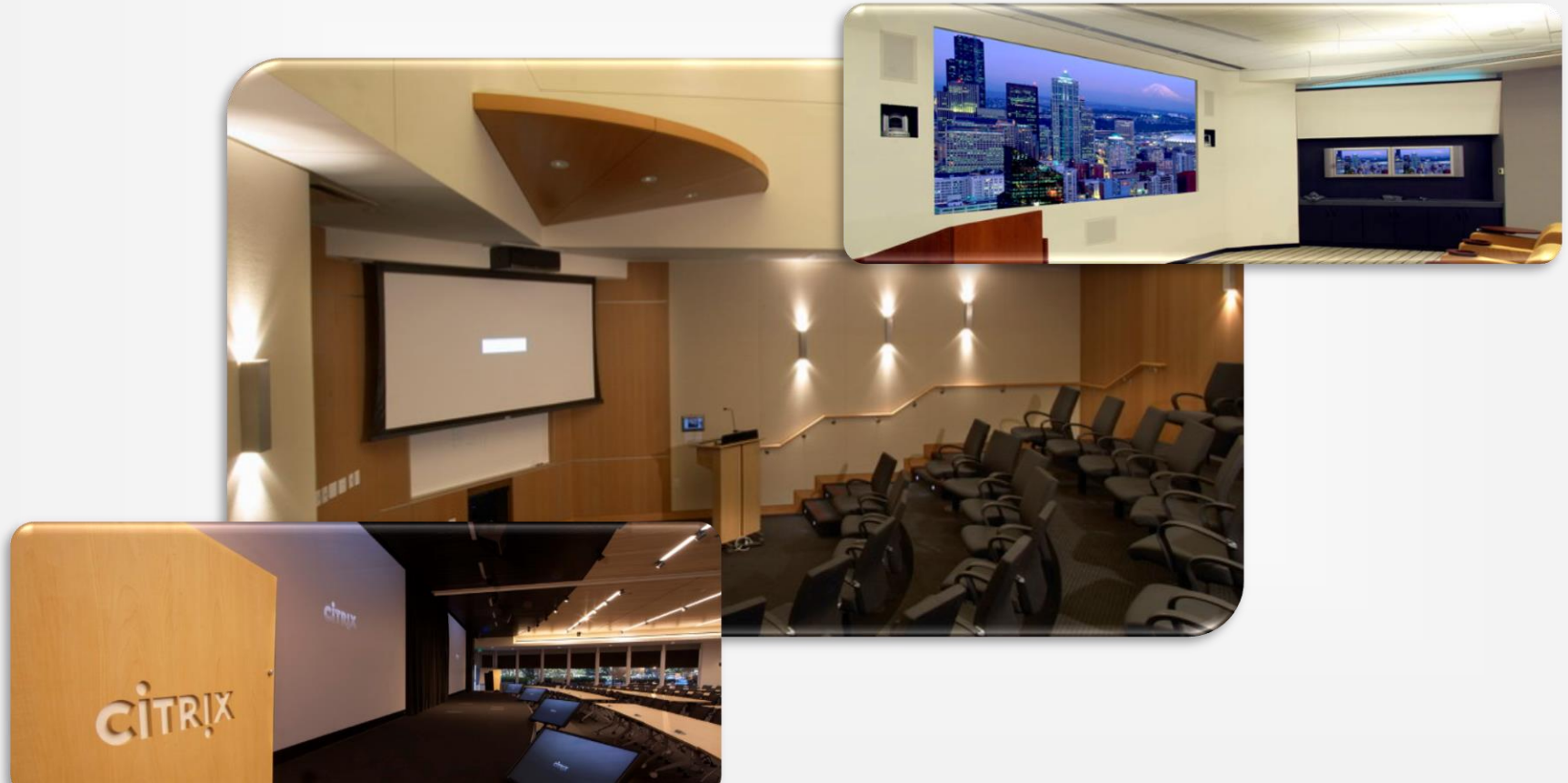
Audio Video Integration & Design Excellence

What are the Greatest Challenges?



Any Questions?

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Thank You!