



# Unlock the power of Unified Communications as a Service

Today's uncertain economic and social environment presents challenges for organizations, including competition in recruiting talent, new working expectations for employees and rapidly changing customer requirements.

To thrive in this new era, organizations must **create a hybrid digital workplace**, where the workforce remains connected and empowered to deliver a best-in-class customers experience, essential for business sustainability and growth.

The workforce — who now expect to work from anywhere — must be equipped with **new technologies, devices, applications and tools** to help improve performance and foster engagement.

In this context, **Unified Communications as a Service (UCaaS)** should be considered by every organization. Easy to deploy and use, easy to purchase on a subscription basis, available from anywhere, UCaaS securely supports voice, messaging and video communications.

## 1 Create an attractive digital workplace: as a Service communications and collaboration to improve the employee experience

Because every organization is unique, Alcatel-Lucent Enterprise has developed solution options to address your digital workplace needs. Our cloud-based communications and team collaboration services include audio and video calls, chat, screen sharing, webinar presentations and video conferencing, among others.

We are helping organizations improve their employees' experience with a comprehensive portfolio of digital communications systems, applications and devices (such as phones, softphones, mobile handsets and headsets), enabling the creation of a flexible digital workplace, made possible by unique "à-la-carte" cloud model options including, on-premises, private cloud, public and hybrid cloud solutions.



## 2 Empower your workforce with the right applications and devices

To be attractive, the workplace must provide the appropriate means and tools to empower the workforce to strengthen their engagement, productivity and motivation, and go the extra mile for the team and the business. To do so, it must:

- Equip employees with the appropriate set of professional, secure equipment, easy-to-use applications and high-quality audio devices
- Provide employees with the ability to access the right information when they need it
- Ensure employees actively participate in the global customer service strategy

With the ability to deliver contextual information within business applications and processes, ALE UCaaS solutions help companies keep their workforce connected, motivated and engaged, while delivering the superior experience today's customers demand.

Providing a modern digital workplace should be at the top of mind for all business leaders who want to retain and attract talent looking for flexible, remote, or hybrid work environments. In addition to the workplace, employees want an efficient digital experience. The digital workplace is a critical element that can positively impact employees' motivation, productivity and engagement, as well as their quality of work-life balance.

Unified communications and collaboration services are the cornerstone of a successful workplace transformation project. The as a Service model applied to unified communications (UCaaS) for business provides organizations with operational and financial flexibility, thanks to a subscription model that can be dynamically adapted to actual needs.

**To discover how Alcatel-Lucent Enterprise can unlock the power of Unified Communications as a Service for your organization, visit our [website](#).**

