



Ready, set, transform

AVI-SPL Consulting Services to optimize your UCC and collaboration experience



The time has come to change – to evolve, to migrate, to transform.

You'll need an expert guide who's been there before to help you navigate the potential twists and turns on this journey. That guidance — backed by experience, standout talent, and strong partnerships — will help you move quickly from idea to execution to business benefit.

AVI-SPL Consulting Services is ready to take you there.

Our team provides expert guidance to set you up for success at every stage of your collaboration transformation and evolution. We've earned our experience-based perspectives through years of designing and deploying unified communications and collaboration (UCC) solutions of every size, complexity, and budget.

Let us put our insights to work for you.

Consulting Engagements

As collaboration technologies continue to evolve and improve, user expectations have also shifted. Our Consulting Engagements focus on helping you define your goals, leverage your current and future investments, and meet modern business demands about how people want to work together. Choose from:

Room Design Services

Room Design Services help you envision new ways of working. Our consultants lead you through a workshop on today's best-in-class tech. Together, we identify the right fit based on feature demand, space, and budget, delivering pre-engineered, documented, and repeatable design standards.

- 3-day consultant lead workshop
- Deployable room standard designs
- Virtual reality renderings
- Bill of Materials, budgetary pricing, and deployment considerations
- 45-day completion timeline

Microsoft Teams Lifecycle Planning

Microsoft Teams integrates business communications like never before. Maximize the benefit of truly integrated video, voice, and data. Our lifecycle planning workshop will ensure your functional needs, spaces, network, and long-term administrative and management plan deliver success:

- 3-Day Consultant Lead Workshop
- Access to Teams, network, and security subject matter experts
- Detailed findings and recommendations to ensure long-term success
- 45-day completion timeline

UCC Needs Assessment

Detailed assessment of functional, technical, security, and budgetary goals to aid in technology selection, migration, or expansion of your UCC environment to achieve your business communication objectives. Includes:

- Lead consultant supported by certified subject matter experts
- Three targeted user surveys (User, IT Support, and Executive)
- Five key stakeholder interviews
- Detailed findings report with a gap analysis and recommendations
- 60-day completion target with clear project plan and milestones

UCC Platform Optimization

Rapid discovery and improvement recommendations to enhance capacity planning, resiliency, usability, security, supportability, and cost optimization of your UCC platform and supporting technologies. Includes:

- Three-day on-site workshop
- Evaluation of current state configuration, usage, features, and limitations
- Stakeholder interviews, user surveys
- Development of user personas and user cases by collaboration behaviors and needs
- Gap analysis and gap remediation recommendations
- 30-day completion target

UCC Business Process Design

Collaboration business process discovery and support process redesign to transform your IT support operations and improve user experience, cost optimization, and service reliability.

- Led by a Business Process Architect
- Follows ITIL Best Practices
- Defines your current state and identifies process gaps
- Provides remediation plans and future process design scope
- 90-day completion target with detailed process design and improvement plan

Hotel and Hot Desk Planning

A holistic approach to solution planning for hoteling workspaces with recommendations for security, health and wellness, operational processes, and technology from the user and IT support perspectives.

- Three-day on-site workshop
- Defines challenges and criteria for success
- Evaluates workspace access, scheduling, health and life safety
- Specifies technology functionality, integration, and investment
- 30-day completion target

Custom Engagements

AVI-SPL's Consulting Services are available for custom engagements tailored to your needs. Our experts will help you plan complex audio-visual (AV) upgrades, cloud migrations, or develop collaboration standards that drive adoption and lower the cost of ownership. You can also rely on our experts to fill short-term skill set gaps, enhance the skill set of your team, or help drive organizational alignment around collaboration strategies. Our custom Consulting Services are performed under a custom statement of work and can be provided on a fixed cost basis.

Why AVI-SPL

AVI-SPL is a leader in digital enablement solutions and services. We provide comprehensive audio visual (AV) and unified communications (UC) programs that enable workplace collaboration for most of the world's largest companies and government agencies.

- Deep AV and UC collaboration expertise
- Valuable functional knowledge from experienced practitioners
- Data driven and people focused understanding of user experience
- ITIL informed service and support strategies

We provide the expertise you need to design, deploy, and operate solutions that are **simple** to use, **scalable**, **serviceable**, and **secure**. We take the time to understand the way your organization works to build technology solutions and support programs that transform how people and technology connect to elevate experiences, create new value, and enable organizations to thrive and grow.

