Four Applications to Increase Productivity in 2015

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Increasing productivity is on everyone's to-do list, but with the wide range of productivity tools out there, how do you choose? We've identified four applications that can help you locate and share information, identify experts, and communicate with remote workers or customers in real time. Enable your business to work smarter in 2015 with these four collaborative technologies:

1. Microsoft SharePoint 2013

SharePoint has truly embraced knowledge management, capturing enterprise knowledge that would have been lost in the past and enabling collaboration across departments and geographic areas. SharePoint serves as the unification point within an enterprise, and allows you to position a launch pad for enterprise applications and house all data in a single location. The search and discovery feature makes finding experts within an organization much easier, while the workflow component fosters accountability and is key to successful project management. Internal project management processes are more efficient with SharePoint: use Microsoft Project to plan, then track accountability with SharePoint workflows and share version-controlled documents among team members. SharePoint 2013 also works on mobile devices, integrates with mobile apps, and ties into social media.

2. Cisco Jabber

Smart phones and tablets are ubiquitous today, and businesses are leveraging the mobile capabilities of applications like Cisco Jabber to keep communication lines open among a dispersed workforce. Jabber is platform agnostic with feature parity among Apple and Android, so it fits well with existing BYOD initiatives. Jabber offers a secure connection from which to launch all of your instant messaging, presence, web collaboration, and video needs. With Jabber, you can send a message to a coworker, then click a button to escalate to an audio call. If that's not sufficient, click another button and transition to a web collaboration activity where you can see your coworker's screen, share presentations, or launch a video call for a face-to-face discussion. All of these feature sets are initiated from the same application, with no need to establish a different connection.

3. Cisco WebEx

WebEx is Cisco's cloud collaboration product – encompassing instant messaging, collaboration, and HD video all from multiple devices – that's easy to use and fast to deploy. It requires no on-premises physical hardware, integrates seamlessly with existing Cisco infrastructure, and can be turned up in a day or two. WebEx scales easily; whether you need meeting capabilities for 10 users or 10,000 users, you can leverage this cloud solution to ramp up as needed for quarterly meetings or annual reviews.

4. Cisco Unified Contact Center

For organizations with growing or mature customer service centers, Cisco Unified Contact Center establishes a positive customer collaboration experience. Your customer calls into a queue, then specifies where he or she would like

to go and is matched with the correct agent who has access to historical information, like previous issues and products purchased. There are two versions – Express and Enterprise – and most organizations use Express, which scales from one to 400 agents, and supports up to 40,000 users, depending on agent size and capacity. And, if you already have a Unified Communications environment, Contact

Center is an add-on, not a complete rebuild.

While there are hundreds of options when it comes to collaborative applications, there are just a handful that truly impact enterprise productivity and, ultimately, profitability. In our experience, these four lead the pack, and it's time to consider adopting one or all of these game-changing technologies.

For more information about how Accudata's Enterprise Applications and Unified Communications experts can help your organization increase productivity, call 800.246.4908 or visit www.accudatasystems.com/unified-communications.html.