

MNGRIN Fall 2007 Workshop: Answers to Questions about Unified Messaging

Below are the answers to the questions asked after the UM presentation on Monday.

Questions: What was the ROI? How did DHS justify UM? What was the business driver?

Answer: The answers overlap a bit so hopefully the following will address all 3 questions. DHS was able to decrease some of our costs by combining the support of the voice and data networks and decreasing our phone costs. A couple of ways DHS justified UM are; staff are better able to access e-mail remotely and staff can do more business from one device which can create increased productivity.

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