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## IP Telephony & VoIP Enterprise Implementation Excellence – an Approach for Enterprises to Create, Adopt and Implement an Optimized Service Environment

In today's challenging service creation, adoption and implementation environment, the critical issue that needs to be absolutely addressed when deploying next-generation technologies is how can client entities create an optimized service environment leveraging the service investments? The answer to this question becomes even more acute when it is put into a framework of implementation of evolutionary technologies that touches on the very fabric of all facets of the organization and in its entirety. Every organization should attempt to its very best to not make this decision any more difficult than it is, in order for the favorable impacts to far outweigh the unfavorable impacts today and for years to come. One such set of technology that impacts just about every business and work processes in most organizations relates to the service creation, adoption and implementation of IP Telephony (IPT) and Voice-over-IP (VoIP) Services and Infrastructure. Global-i believes that helping client's understand and execute on service creation, adoption and implementation excellence is the key for client organizations to leverage the costs of acquiring, adopting and retaining evolutionary, next-generation technologies and position them to compete in years to come.

In an increasingly commoditized environment, companies need to find ways to eliminate the risk of partnering with entities that don't have the core expertise and the methodologies-based consulting approach to allow them to create the service environments on which their very existence counts both from a top-line and a bottom-line standpoint. Most organizational needs start from the understanding that business and work process requirement(s) caused by communications challenges requires an overall improvement. However, as client organizations and vendors follow a multitude of service creation, adoption and implementation approaches, therefore, it is hard to pinpoint and accept the most feasible approach that will tie the approach

**Service Acquisition**

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**Service Satisfaction**

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**Service Retention**

**Service Implementation Balancer™ (SIB)**

to what Global-i calls as the client organization's "Service Implementation Balancer™" or SIB. Global-i defines SIB as the approach for next-generation technologies creation and implementation in order to deliver to client organizations an optimized value package generated by balancing service acquisition with those of the values generated from the satisfaction and retention of the service.

Global-i defines service acquisition values as the set of parameters that are met at the service conceptualization, planning, designing and development stages. Service satisfaction and retention values are values delivered to client organizations upon acquisition and implementation of the service and retention of the service over its life.

Global-i has perfected the service acquisition, satisfaction and retention value optimization model via Global-i Methodologies® and delivers the values to clients utilizing related Global-i services which offer organization's seamless service creation, adoption and implementation.

On the Service acquisition side Global-i through its ReStrat™ service provides clients and vendors a Proof-of-Concept (POC) service in order to validate client needs. Via this service Global-i creates a highly effective decision-making assessment in the framework of key ecosystem elements, formulates a strategy, justifies the investment and creates a program meeting the strategy and investment justification for a set of recommended high-level requirements.

Upon establishing and proving the POC, Global-i offers to clients' full scale program implementation via its Global-i LifecycleDrive™ service. Global-i LifecycleDrive™ offers a suite of services allowing the client to develop and launch new products and services, and enhance/upgrade its current products and services. Via this service Global-i creates the functional offices needed to resource the functional areas for full- lifecycle development and service creation of the new of IPT & VoIP services.

Finally, after the client's service has been created, Global-i via its D2IS™ (Decision-to-Implement) services offers implementation, deployment and integration of IPT & VoIP infrastructure, systems and services. Once again Global-i will create the functional offices in order to implement the solution. Within this suite of services the Global-i program and project management services are a key service which would help clients ensure that the services are implemented aligned with targets set forth per the SIB model described above. Global-i via its subject matter expertise in the IP Telephony & VoIP subject areas provides both project-based contracting and turnkey consulting via deep understanding of the IPT & VoIP current and evolving landscape, internal thought development on IPT & VoIP and service creation/adoption/implementation expertise across all entities that can use IPT & VoIP services such as Enterprise, Government, Education, Finance, Banking, Insurance, Healthcare, Hospitality and all other verticals. Global-i is vendor agnostic and therefore works with all vendors in the IPT & VoIP space.

Global-i is a consulting, outsourcing and technology services solution provider. Created to deliver innovation and achievement, Global-i collaborates with primarily converged communications clients to help them become value-achievers. Our expertise is in lifecycle and implementation consulting, know-how of converging technology markets, deep understanding of emerging/current/legacy technologies and consulting models to help clients achieve "Value-Driven Performance".

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**To discuss how Global-i can help your organization to establish excellence in IPT & VoIP Service creation, adoption and implementation:**

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