# REGIONAL FORUMS for SENIOR IT LEADERS

# CIO
## PERSPECTIVES

Produced by

**CIO**

In partnership with

**CIO** CIO Executive Council
Leaders Shaping the Future of Business

# The CIO Collaboration Paradox

David Murashige

VP, Business Development

Avaya

# Today's Agenda

**Collaboration Reality and the Paradox**

A New Way to Collaborate

Delivering Measurable Business Results

Closing Thoughts

25% 27% say a% really

of top performers
of top performers
surveyed in 2006 say they
surveyed in 2010 say they
planned to leave their current
employer within a year

CIO

# Today's Collaboration Reality



**Collaboration**
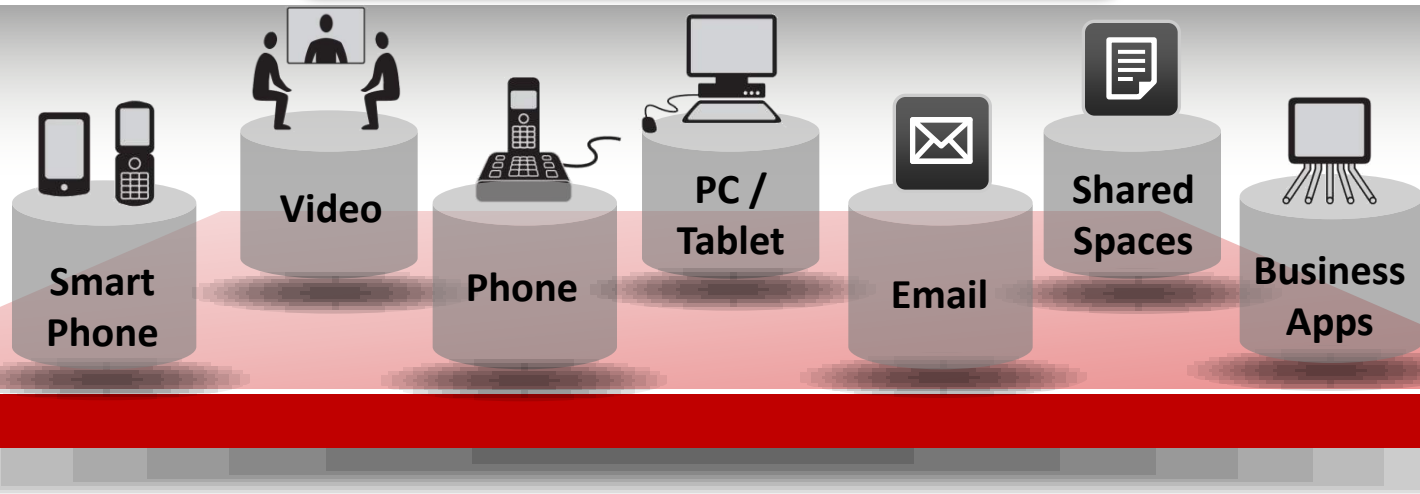
**The tools, devices and applications that IT provides**

**collaboration**

**the things people do to get the job (or their lives) done**

![CIO PERSPECTIVES]

# Collaboration Silos Drives
# IT Complexity

**Cloud Based
Services and Applications**

Smart Phone

Video

Phone

PC / Tablet

Email

Shared Spaces

Business Apps

**COMPLEXITY**

**DIFFERENT VENDORS**

**DIFFERENT SKILLS**

**DIFFERENT TECHNOLOGIES**

REGIONAL FORUMS for SENIOR IT LEADERS

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# The CIO's Collaboration Paradox

**More tools are reducing the efficiency of your workforce.**

**ANARCHY or PROGRESS ?**

# Today's Agenda

**Collaboration Reality and the Paradox**

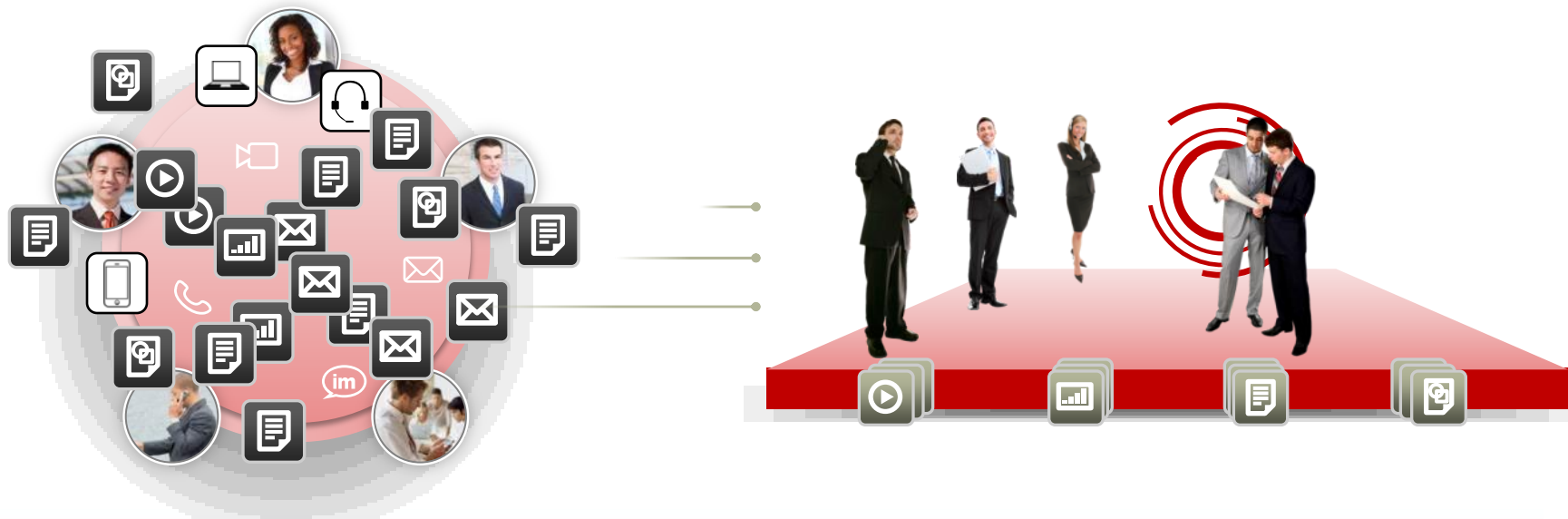...................................................................................................

**A New Way to Collaborate**

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**Delivering Measurable Business Results**

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**Closing Thoughts**

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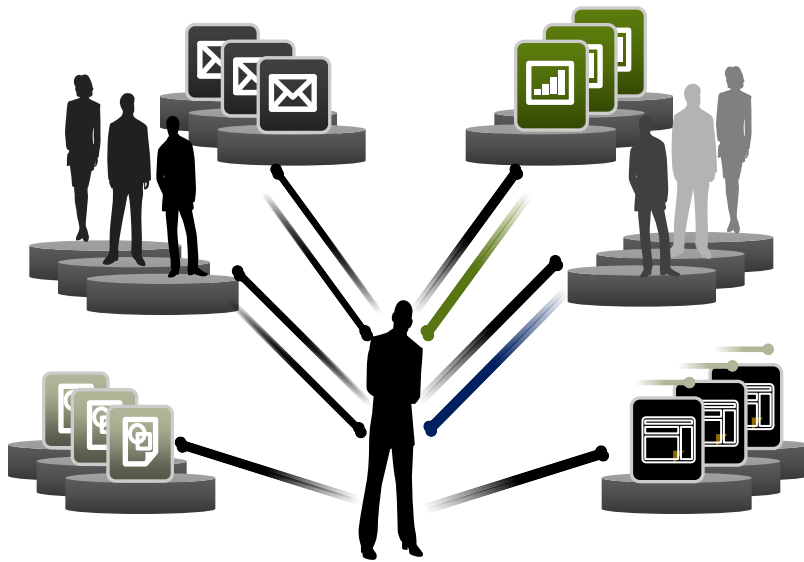
# A People-First Vision for Collaboration is Required



*Deliver Real-Time, People-Centric Business Collaboration*

Changing collaborative user experiences
from document-centric to people-centric
with the right tools and context for every user and process
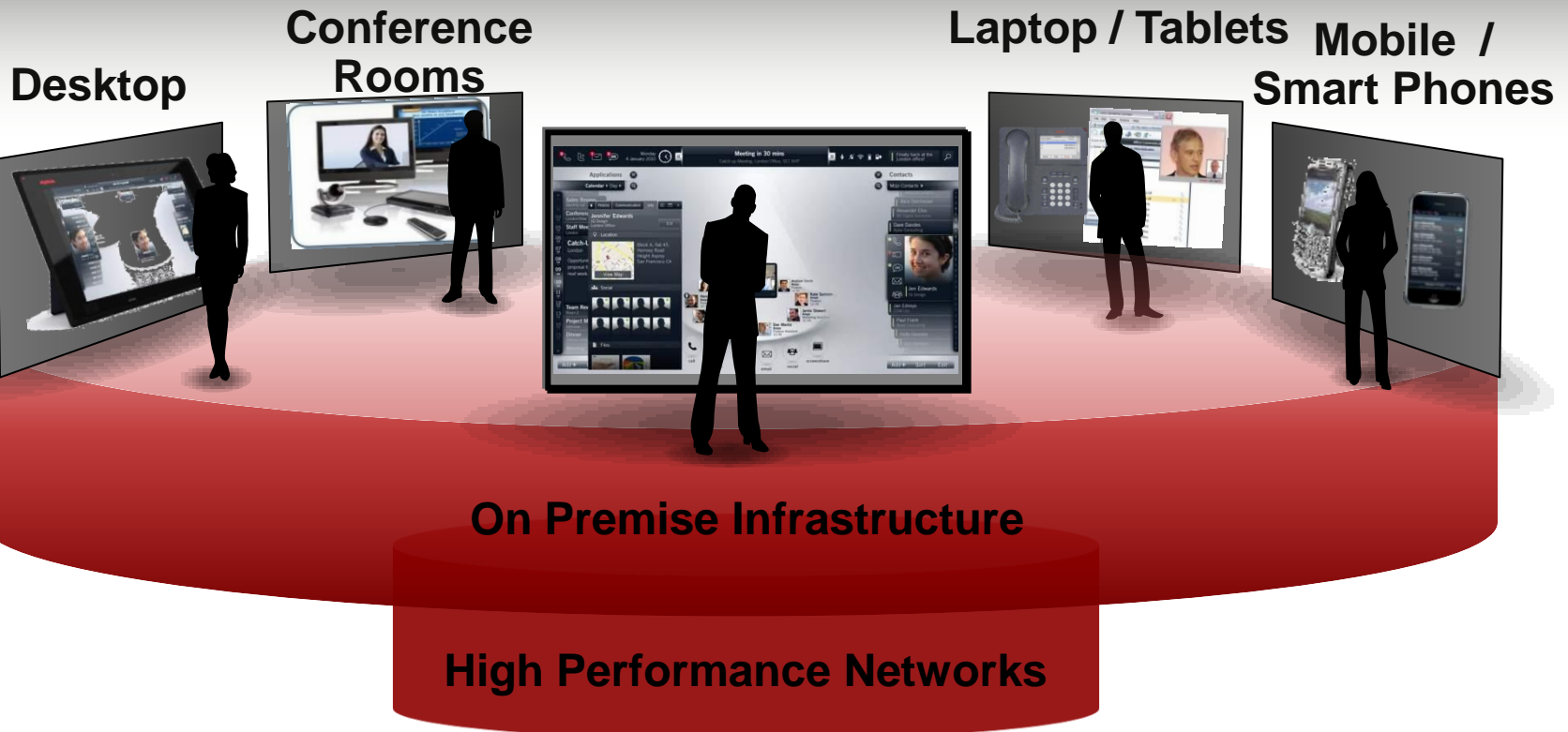
# Sessions Will Have Transformative Impact



Traditional Communications

Session-Based Communications

# New Innovations in People Centric User Experience

# Today's Agenda

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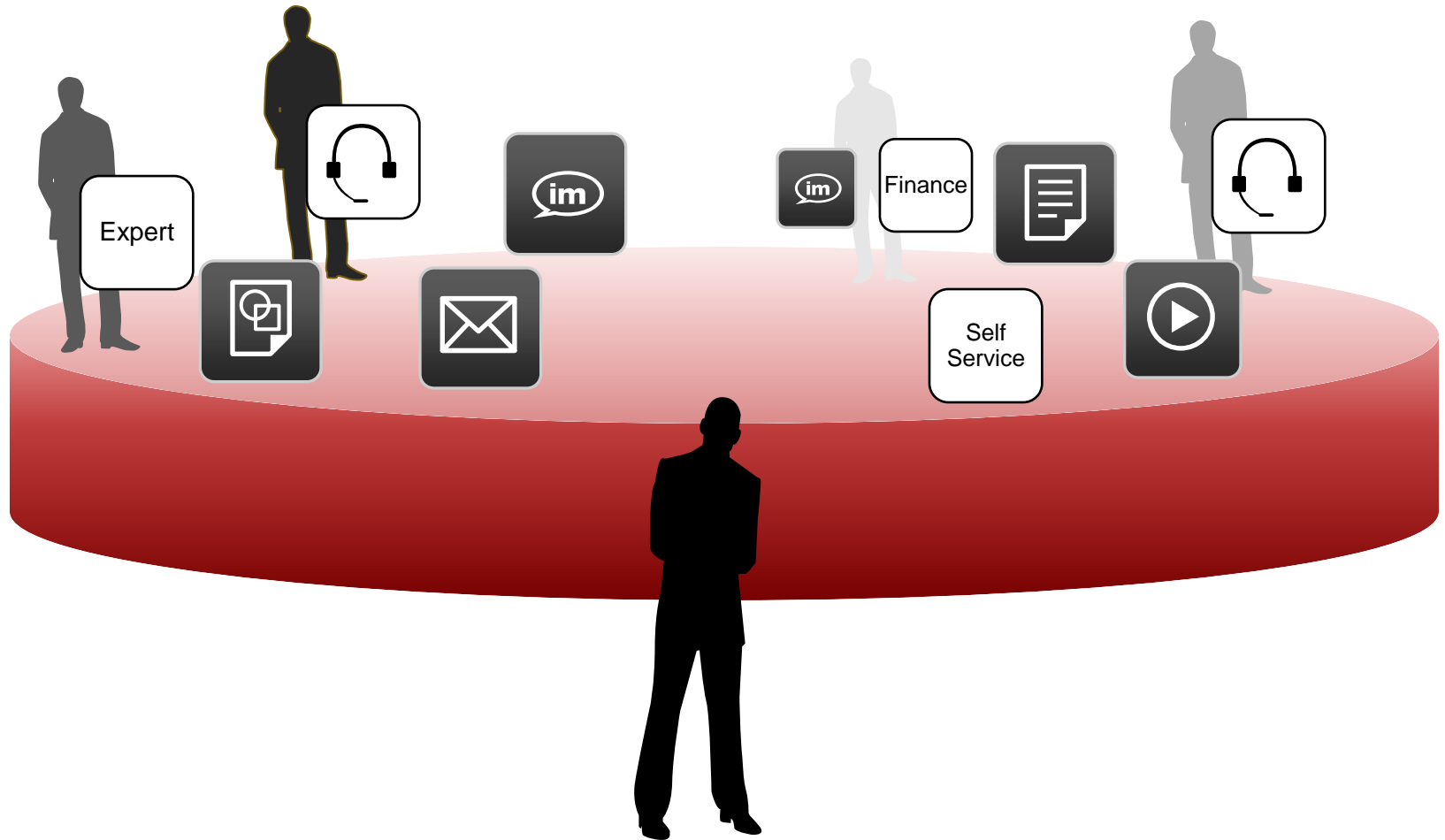
**Closing Thoughts**

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# Helping Business Succeed

## Home Improvement Retailer
Collaboration - Video

- Need: Practical, easy to use collaboration experience with single video/voice device
- Solution: Avaya Flare, Session Manager, Video; CC, WFO, and Data Solutions

## Telecommunications
Contact Center

- Need: Multi-channel and social networking-based customer care
- Solution: Avaya Aura Contact Center

## Healthcare
Collaboration
Need: Updated infrastructure to support healthcare vision
Solution: Avaya Aura, Session Manager, Communications Manager, Modular Messaging

## Professional Services
Work Force Optimization

- Need: Strict adherence and documentation of service level agreements
- Solution: Avaya Aura Workforce Optimization

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# Closing Thoughts

**Anarchy or Progress?**

▸ Acknowledge today's collaboration reality

▸ Rethink your approach

▸ Understand impact of sessions

**Avaya Can Help**

▸ See demos in the exhibit area

▸ Hear from our experts

▸ Learn from our experience with clients

# THANK YOU

## David Murashige

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