

**11 February '11**

**Unified communication**

It is often said that it is not technology but communication that makes or breaks a project. The CIOKlub seminar for the month of February 11 was arranged keeping this maxim in mind.

The seminar saw enthusiastic participation from many old and some new CIOKlub members. The conference room at Marriott proved to be rather small for our gathering and we will now move to bigger venues from next event onwards. Thank you all for your participation.

The event was sponsored by Datacraft, who are technology agnostic system integrators of unified communication. Cisco, who are providers of technology that can give seamless unified communication were the technology partners. The event was interactive and our members participated enthusiastically.

**Presentations**

The event started with Cisco presentation about nuts and bolts of unified communication, presented effectively by Mr Manikandan Unikrishnan. He gave an example of implementations done for a customer in Mumbai. Such local examples help all of us since we work in similar conditions. Mr Srinath from Datakraft then made a presentation about how Datacraft goes about partnering with the customer. He asked the audience for the difference in 'communication' and 'collaboration' and then built on the theme of using communication for collaboration. He mentioned that most customers have some part of the implementation already working for them and hence planning for the unified communication becomes a key activity. He gave an example of an IT organization where Datakraft has planned and implemented unified communication.

Our members had questions regarding the DoT guidelines, quality of service, usage of effective unified communication and many others. These were addressed satisfactorily by both Mani and Srinath.

**Panel discussion**

The next part of the session was the panel discussion that was steered by Shirish Patwardhan, VP, CIOKlub, Pune. The panel consisted of two of our fellow members Gajendra and Deepak Karkhanis who have implemented UC in their organizations. Mani and Srinath were also present as panel members. Shirish started the discussion from the basics by questioning the need of UC. It was felt that the mobile workforce is demanding UC across all organizations. Shirish also probed about licensing, DR, security and these being the questions on everybody's mind, the audience appreciated the discussion fully.

A demonstration of unified communication at work was arranged where our members could see and try the effectiveness for themselves. Everybody enjoyed the Marriott hospitality, courtesy our sponsors.