

# Workplace & Unified Communications

[abacusgroup.io](https://abacusgroup.io)

Integrated  
communication  
and collaboration  
for distributed work  
environments.



## Solution Brief

# Workplace & Unified Communications

**Network & Workplace** is the **Abacus** platform designed to support enterprise communication and collaboration across distributed teams

The solution combines communication services, cloud platforms, and operational management to simplify the adoption of collaboration tools.

## Infrastructure Challenge

Organizations must support increasingly flexible working models.

### Key challenges include:

- Distributed workforce management
- Collaboration across multiple locations
- Management of legacy telephony infrastructures
- Integration between communication tools

Traditional platforms are not designed to support modern work environments.

## Abacus Platform

The **Abacus** platform integrates communication and collaboration services.

### Core Components:

- VoIP telephony services
- Cloud PBX
- Communication platforms
- Collaboration tools

The platform enables centralized management of enterprise communications and team collaboration.

## Core Capabilities

- Enterprise telephony services
- Multi-device communication
- User and group management
- Integration with enterprise applications

## Service Model

**Abacus** manages the communication platform through dedicated operational services.

### Key activities include:

- User provisioning
- Service configuration
- Platform monitoring
- Operational support

## Business Impact

- Improved cyber risk visibility
- More effective collaboration
- Reduced infrastructure complexity
- Support for hybrid work models



## Case Study

# Customer Context

An organization with distributed teams needed to manage enterprise communications through an integrated platform.

## The Challenge

Enterprise communications relied on traditional telephony infrastructures and disconnected collaboration tools.

## The Solution

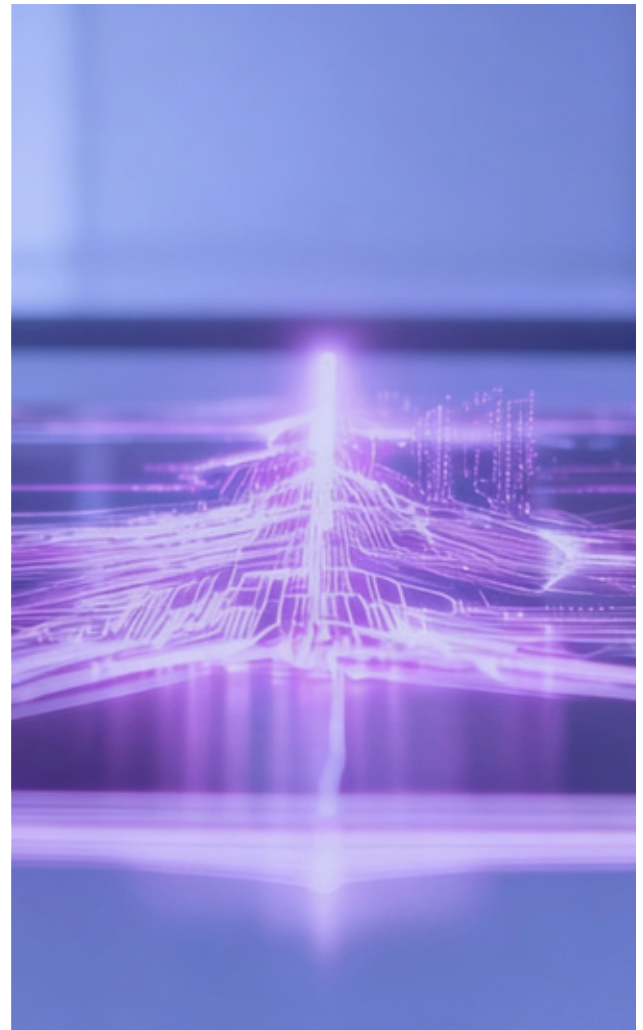
Implementation of the **Abacus Workplace & Unified Communications platform**.

### The solution included:

- Cloud PBX
- VoIP services
- Collaboration tools

## Implementation

Configuration of the cloud communication platform and migration of users to the new services.



## Results

- More efficient communication across teams
- Greater operational flexibility
- Reduced management costs for telephony infrastructures

## Industry

Enterprise – Professional Services



## Architecture

# Architecture Overview

The **Workplace & Unified Communications platform** supports enterprise communication and collaboration between users.

## Core Layers

**Communication Platform Layer**  
Communication and collaboration services.

**User Devices Layer**  
Phones, computers, and mobile devices.

**Integration Layer**  
Integration with enterprise applications.

**Cloud Services Layer**  
Cloud-delivered communication services.

**Operations Layer**  
Platform monitoring and operational management.

## Integration

**The platform can integrate with:**

- Enterprise applications
- Existing IT systems
- Digital workplace platforms

## Key Components

- VoIP platforms
- Cloud PBX systems
- Collaboration tools
- User management systems



## Security & Resilience

The platform is designed to ensure operational continuity and communication reliability.

## Deployment Model

- Cloud Communication
- Multi-device environments
- Integration with enterprise network infrastructures

# One Abacus. Many Minds. One Vision.

**Contact Abacus** to evaluate the communication platform best suited to your organization.



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