

# 企業導入Lync整合通訊系統效益及滿意度之研究-以A公司為例

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## 摘要

In recent years, many businesses have implemented unified communications systems in hope of increasing the work efficiency of employees, decreasing employees' travel and communication cost, and enhancing their company' s competitive advantage. This study used a photoelectric industry in Hsinchu Science Park to explore the effects of implementing Lync on the overall performance of the Company A. A case study was adopted. Based on the TOE model, a total of five people involved in implementation of Lync in this company were interviewed, including the manager, vice manager, and project managers of the information department. This study attempted to identify the effectiveness and benefits of implementing Lync for Company A. The results can be a reference for other companies in the implementation of an unified communications system.

關鍵字：Unified Communications System, Case Study, TOE Model