



Cisco Collaboration as a Service

Unified Communications, Contact Center and Video delivered through the Cloud

Executive Overview

Cisco® Collaboration as a Service (CaaS) provides you with the latest collaboration technologies through a secure as-a-service cloud model that can change and evolve with your business. No matter where they are or what devices and services they choose, your employees can take advantage of the latest technologies like voice, video, messaging, instant messaging (IM) and presence, contact center, video meeting rooms, and web conferencing – all from the cloud. When you connect your offices through Cisco CaaS, employees in every location enjoy the same services, on any supported device. The as-a-service cloud approach reduces complexity for IT and for users who simply want to get their jobs done, while enabling new collaboration applications.

Cisco CaaS lets you shift from a capital expenditures (CapEx) to an operating expenses (OpEx) financial model by paying for only what you need. Based on open standards, the service works smoothly with your existing equipment and third-party applications.

Keep Up with New Collaboration Opportunities with a Cloud Service

In the more mobile, fast-paced workplace, your employees need to be able to work with customers, colleagues, and business partners however, whenever, and wherever they want. But giving them the collaboration tools they need isn't always easy. You may be stuck with a mix of different network equipment that's too complex or expensive to upgrade. Or you may have a small IT staff that can't deliver and manage all your communication and collaboration services across the company.

Keeping pace with the latest technology and trends is also difficult. Collaboration tools like mobile and video devices are always changing. You need to be sure that your employees can work together using the latest features, like voice and video conferencing, web meetings, presence, and IM. Plus you need to deliver a secure, consistent experience, whether people are working on a desktop PC, smartphone, tablet, or other device.

Benefits

Cisco CaaS allows people to work their way – to share ideas, make decisions, and serve customers from anywhere faster and more flexibly. Cloud collaboration lets you:

- Improve your business agility by delivering collaboration services that are in sync with changing business needs, while scaling users and applications up or down with ease
- Boost efficiency by using a simple, predictable subscription model that requires you to pay only for what you need
- Increase flexibility and free your IT team to focus on strategic priorities and growing your business
- Simplify management and control of your network, helping ensure the performance and dependability of collaboration for your employees
- Maintain integrity and privacy to safeguard your business, employees, partners, and customers with a secure network architecture



Rich Collaboration Delivered as a Service

Cisco CaaS lets you unleash the potential of the cloud to better connect employees all across your organization. You can customize this flexible, subscription-based service to provide the features that are right for you, including:

- Voice and Voicemail
- IM and Presence
- Contact Center
- Mobility
- Video

Why Cisco?

When you choose Cisco, you benefit from our expertise as a global leader in collaboration and cloud solutions. You benefit from our comprehensive network management expertise, proven best-practices, and automated smart service capabilities to help your network be exceptionally productive. Cisco's ability to connect problem resolution through to source code means we can trouble-shoot and permanently resolve problems. Delivered globally through Cisco Data Centers CaaS can connect all of your global sites to seamlessly deliver a consistent and rich collaboration experience to all of your users.