

Cisco Hosted Collaboration Solution



Bring a global workgroup together on your tablet. Experience face-to-face videoconferencing that's as easy as placing a phone call. Share web content in real time to make faster, better decisions. The Cisco® Hosted Collaboration Solution (HCS) lets you provide 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 HCS, 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 HCS lets you shift from an operating expenses (OpEx) to capital expenditures (CapEx) financial model by paying for only what you need. It lets you maintain management and control as you scale applications and users up or down as needed.

Based on open standards, the service works smoothly with your existing equipment and third-party applications. It's delivered by a proven program of partners certified to offer Cisco Powered™ cloud services.

Keeping 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.

Your business needs are changing all the time as well, through seasonal business spikes, company reorganizations, mergers, and new marketing campaigns. This means your collaboration solution must be simple to scale up or down, quickly and cost effectively, when your priorities change.

Rich Collaboration Anywhere Delivered as a Service

Cisco HCS 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 video as-a-service:** Helps employees communicate with sophisticated voice services based on VoIP and engage with video calling and conference capabilities, all delivered from the cloud.



- **Voicemail and integrated messaging as-a-service:** Deliver voicemail and integrated messaging the way you prefer, from an IP phone, mobile phone, or desktop client.
- **IM and presence as-a-service:** Find people quickly, simply click to begin an IM session, place a phone call, or easily start a video-conferencing call.
- **Contact center as-a-service:** Serve customers better with a cloud-based contact center while helping agents stay productive with features like intelligent call routing, next-generation agent and supervisor desktops, and support for multichannel, outbound call campaigns and at-home agents.
- **Mobility as-a-service:** Give users one number to dial, redirect incoming IP calls to designated phones, move calls between the desktop and mobile phone, and use corporate call features like conferencing and directories from your mobile device.
- **Web conferencing as-a-service:** Manage meetings and projects over the web in real time to present, share, or collaborate from anywhere, anytime, and on any device.

Business and Technology Benefits

Cisco HCS 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

How Our Customers Benefit from Cisco HCS

The [D+M Group](#) brings together separate organizations, accelerates decision making regardless of location, and reduces 3-year cost of ownership by 72 percent.

Voice, video, instant messaging, and presence help [Raymond Handling Concepts](#) close sales faster so that salespeople get price quotes now in less than 30 seconds instead of having to wait 24 hours or more.

The [City of Charlotte, North Carolina](#), migrated to a sophisticated contact center to save more than US\$100,000 a year responding to citizens.

Why Cisco?

When you choose Cisco, you benefit from our expertise as a global leader in collaboration and cloud solutions. With our broad product portfolio, Cisco Powered cloud services delivered by our certified Cisco HCS partners, and commitment to open standards solutions that work smoothly together, you can begin using collaboration services in the cloud with confidence.

Next Steps

To learn more, please visit the Cisco Hosted Collaboration Solution homepage at www.cisco.com/go/hcs.