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Cisco Hosted Collaboration Solution for Government

Introduction

What is it?

Adding value

Why Cisco

One service, one experience for everyone

Thanks to the Internet of Things (IoT), government agencies like yours can now empower their teams with the latest in real-time video and information sharing technologies. This explosion in mobility is already helping government improve response times, increase information sharing and create better outcomes for employees and citizens alike.

But providing collaboration tools that are proven and reliable, along with the advanced level of security required by the U.S. government, can be a challenge. That's why we developed the Cisco® Hosted Collaboration Solution for Government (HCS-G). It unites Cisco's industry-leading collaboration services (voice, video, instant messaging, presence and conferencing) from the Cisco cloud, with built-in U.S. government-level security. This gives your agency the power to collaborate securely with anyone, anywhere, even in transit.

With Cisco HCS-G, your team benefits from a "one service, one experience for everyone" solution that is also Federal Risk and Authorization Management Program (FedRAMP℠) authorized to better protect your agency's security and data.

Empowers your agency with:

- A single collaboration solution
- Real-time video and information sharing
- A FedRAMP Authorized solution
- Simple, cloud-based service
- End-to-end encryption

Introducing the new era of government

HCS-G: What is it?

Industry-leading collaboration tools

Cisco HCS-G lets your agency benefit from secure and reliable cloud-based collaboration that can be scaled as your agency's needs change. It empowers you with:

VOICE

VIDEO

MOBILITY

INSTANT MESSAGING AND PRESENCE

CONFERENCING

- **Voice and Video:** Industry-leading call and session management, based on Cisco Unified Communications Manager (UCM), that enables a full set of telephony services, including voicemail and integrated messaging for IP phones, mobile phones, or desktop clients.

- **Mobility:** Simplify with one number to dial, redirect, and move calls between Cisco desktop and mobile phones. Empower employees to be productive anywhere, anytime with Cisco Jabber® unified communications client, letting them access all Cisco collaboration workloads, instant messaging, presence, voice, video, voice messaging, desktop sharing, and conferencing.

- **Instant Messaging and Presence:** With Cisco Jabber, you can get the information you need

faster and more efficiently and make your availability known to other team members. Plus open an instant-messaging session, make a phone/video call, or start a Cisco WebEx® meeting from your mobile device with just one click.

- **Conferencing:** Use real-time video to present, share, or collaborate anywhere, anytime on any authorized device. WebEx Web Conferencing, a FedRAMP Authorized Service, lets your team talk face-to-face across great distances, empowering everyone with the same information at the same time for better outcomes. Plus, reduce travel and make meetings more engaging with high-definition (HD) video, audio, and content sharing.

The simplicity of cloud

Cisco HCS-G uses an as-a-service cloud approach that reduces complexity for your IT team and for users who just want to get their

work done. With Cisco HCS-G, you shift from a capital expenditures (CapEx) model to an operating expenses (OpEx) financial model by paying for only what you need. And you can maintain management and control as you scale applications and users up or down as needed. It's delivered by a proven program of partners certified to offer Cisco Powered™ cloud services.

Adding value

With Cisco HCS-G, agencies like yours can empower personnel to share more ideas, make smarter, more informed decisions, and provide better outcomes to citizens. And they can do so through the power of an efficient and secure mobile cloud-based service that adds value by:

- **Enhancing the user experience:** Deploy a complete suite of enterprise telephony solutions with advanced features and proven reliability that lets your team collaborate in the way that works best for them and from the device of their choice.

- **Securing collaboration:** Cisco HCS-G gives you the security of a FedRAMP Authorized cloud data security service, backed by our industry-leading cybersecurity.

- **Reducing complexity:** Free your limited resources and personnel to focus on their strategic priorities and leave the maintenance and upgrades to us.

- **Improving reliability:** Reduce costs, improve efficiencies and streamline workflows thanks to the proven technology, built for government use, that Cisco HCS-G delivers.

How HCS-G helps government

Cisco HCS-G supports a broad portfolio of voice and video devices from IP phones to mobile and desktop applications. This gives each user the right tools for their job; from administrators and thought leaders, to production and field personnel, and beyond. Cisco HCS-G supports the following endpoints.

Component	How it helps your agency
Cisco Jabber	Jabber is a key HCS-G application to provide presence, instant messaging, voice, HD video, voice messaging, desktop sharing, and conferencing. It empowers your Windows PC, Mac OS, iPhone, iPad, and Android devices.
Cisco Spark Room Series	Spark creates more intelligent and versatile video-collaboration rooms. It includes Spark Room 55 and Spark Room 70 kits that are fully integrated systems that you can deploy on-premises or in the cloud. Plus, you can also add a display to the Room Kits to create additional solutions.
Cisco IP Phone 7800 Series	Combines an attractive ergonomic design with always-on reliability, secure encrypted voice communications, and ecofriendly low-power consumption. Delivers advanced IP telephony features and crystal-clear, wideband audio performance to deliver an easy-to-use, full-featured voice communications
Cisco IP Phone 8800 Series	Ideal for a variety of workers and settings throughout your organization. It delivers easy-to-use, highly secure, encrypted, high-quality wideband audio communications, with select models also supporting affordable entry to 720p HD video. Plus use Cisco Intelligent Proximity to integrate telephony features with personal mobile devices. 8821 and 8831 not supported.
Cisco DX Series	Delivers quality collaboration with anyone, anywhere in the world. See and hear each other as if you're in the same room. Simplify your workday, and form real connections with co-workers, wherever they are. Provide your team C-level collaboration at an affordable price.
Cisco TelePresence SX Series	Build and scale differentiated video-conferencing rooms to meet the needs of your organization; from small huddle spaces to large, customized board rooms. Expand your capacity with the SX Series, a powerful and flexible platform designed for integrators.
Cisco TelePresence MX Series	Turn any conference room into a video collaboration hub by connecting teams, customers, and partners face to face at a moment's notice. Two MX Series product line, the MX700 and MX800 Series performance line and the MX300 and MX200 Series value line, give you great flexibility to deploy and scale video as your needs change.

You can learn more about choosing the right tools for your agency here: The Right Collaboration Endpoints

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FedRAMP Authorized

Cisco HCS-G is FedRAMP-Authorized. FedRAMP provides a cost-effective, risk-based approach for the adoption and use of cloud services by U.S. government agencies. FedRAMP processes are designed to assist federal government agencies in meeting Federal Information Security Management Act (FISMA) requirements for cloud systems.

By standardizing on security assessment, authorization, and continuous monitoring for cloud products and services, this program delivers costs savings, accelerated adoption, and increased confidence in security to U.S. government agencies that are adopting cloud technologies. To learn more about FedRAMP, visit fedramp.gov.

Industry-leading security

Cisco HCS-G features our industry-leading security features, from continuous monitoring and end-to-end encryption to everything in-between, so that your team and the devices they rely upon every day, can be kept safe and secure.

- **Dedicated Deployments:** Feel confident that sensitive data is securely contained in U.S. data centers which are accessible by U.S. citizens only. Separate deployments for each customer for added separation of agency data.

- **End-to-End Encryption:** FIPS 140-2 validated cryptography for secure communications.

- **Constantly Monitored:** Continuous scanning against database of current global security vulnerabilities.

- **Application-Based Policy Enforcement and Management:** Configurations and user roles are set on per-application level. Policies follow users as they roam networks. Customize, manage, and enforce usage features.

- **Government Defined Architecture & SLAs:** Architecture based on FedRAMP security requirements. U.S. government-defined service-level agreements (SLAs) for resolving security events.

- **Third-party Reviews & Audits upon FedRAMP Authorization:** Regularly audited by an independent FedRAMP third-party assessment organization. Monthly reviews of security stature with sponsoring agency.

Next Steps

To learn more about Cisco HCS-G and our FedRAMP Authorized Services:

- Visit us at cisco.com/go/fedramp
- Send an email to COLLAB-USGOV@cisco.com
- Contact your Cisco representative

Why Cisco
An industry leader in the digital transformation of government

As the global leader in IT, Cisco is uniquely positioned to lead the digital transformation of government agencies like yours. From collaboration and cloud, to network and cybersecurity, we are uniting the most innovative technologies for the benefit of governments and their citizens:

Industry-leading collaboration built to meet stringent federal security requirements. Both Cisco HCS-G and Cisco WebEx Web Conferencing are FedRAMP- Authorized Services.

Broad selection of endpoints for all types of users and use cases, including Cisco's industry-leading voice and video endpoints, plus Cisco Jabber.

Consistent, unparalleled reliability and security with operations and applications, regardless of where they reside.

A proven and trusted partner with nearly two decades of cloud services experience. Plus, we've sold more than 95 million phones and deliver more than 4 billion Cisco WebEx meeting minutes every month to customers around the world.