

# Cisco Hosted Collaboration Solution (HCS)

## Comprehensive collaboration as a service

In today's digital economy, people work together in different ways to get things done quickly. Workers need access to voice and video communications and content sharing any time, on any device – often including employee-owned smartphones and tablets.

You need to provide the tools your teams need and expect. And you need to provide them wherever they work – in corporate HQ, in a branch office, at home, or at the coffee shop. Domestically and internationally.

You also need to enable customer-facing staff to be responsive to your customers' needs and make it easy for cross-functional teams to come together, meet, work on a problem, and get results.

And you need to ensure that services are reliable and secure. All this while maintaining and updating your existing IT infrastructure and services, with limited IT resources.

What if there was a better way? With a Cisco® Hosted Collaboration Solution (HCS), there is. Cisco HCS provides comprehensive unified communications and collaboration as a service, delivered by Cisco partners.

## Benefits

- **Better employee experiences and improved productivity:** Enable people to work their way with simple and effective communication and collaboration from anywhere, using any device.
- **Better internal and external customer service:** Enable your employees to be more responsive in their day-to-day activities; deliver omnichannel customer care from your contact centers.
- **Increased IT agility:** Accelerate the ramp-up of new services as your business grows. Keep up to date with the latest new features and capabilities, without the need for large upgrade projects.
- **Optimized capital and operational resources:** Reduce capital expenditures on infrastructure and focus IT operational support on your strategic business priorities, not managing IT systems.
- **Consolidated services:** Enterprise-grade telephony, unified messaging, audio, video, and web conferencing, PSTN services, WAN infrastructure, billing, support, and much more delivered by certified Cisco Powered™ partners.

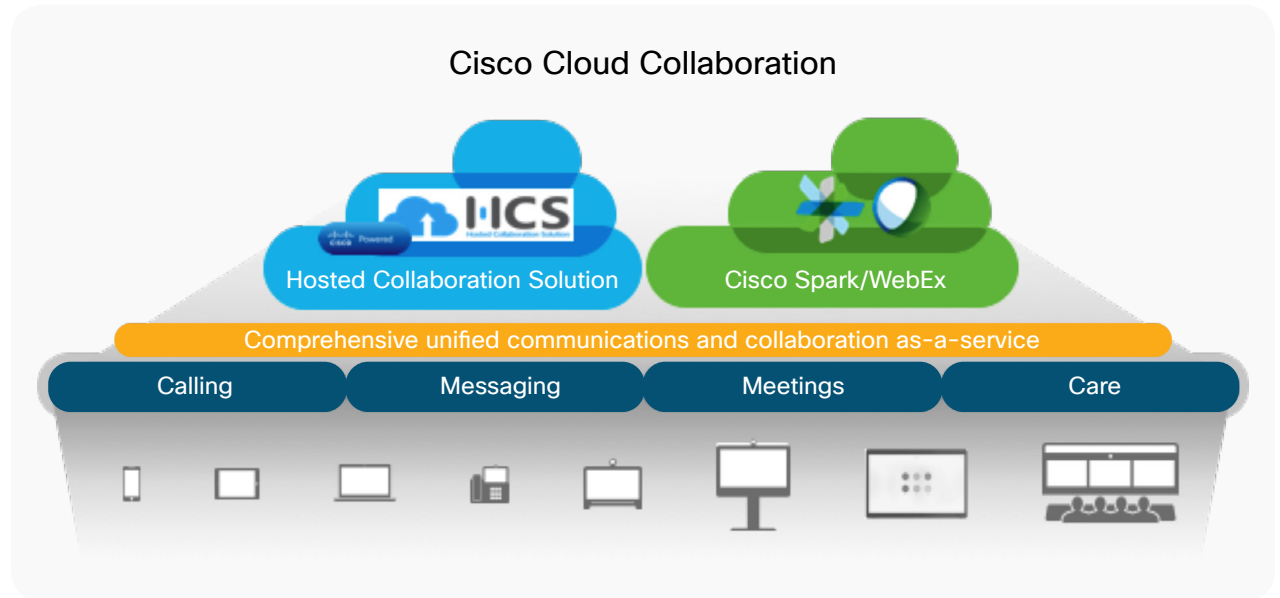
## Choose the Cisco HCS solution that fits your needs

**Public cloud:** Cisco collaboration for any size organization, delivered by partners offering Cisco Powered services.

**Private, managed cloud:** Gain the benefits of a cloud while retaining control and ownership of your collaboration services with Cisco HCS Large Enterprise.

**Cisco HCS for Government:** FedRAMP authorized cloud collaboration for U.S. government agencies helps cut costs and speed adoption of cloud services.

Visit [cisco.com/go/hcs](https://cisco.com/go/hcs) for more information and talk to your Cisco account manager or preferred Cisco Powered cloud services partner about the right solution for your organization.



A Cisco HCS solution can deliver enterprise voice and video calling, messaging and presence, meetings, and customer care. Let's take a look at what you get:

- **Enterprise telephony:** A cloud-hosted PBX based on Cisco Unified Communications Manager for full-featured, enterprise-grade IP telephony for any size organization.
- **Unified communications:** Enjoy voice and video calling, mobility, instant messaging, and presence on any desktop or mobile device with Cisco Jabber®.
- **Conferencing:** Add Cisco Spark™ or Cisco WebEx® to your HCS solution. Engage your co-workers, customers, and partners. Experience better meetings with high-definition video and screen sharing.
- **Customer care:** Run your contact center completely in the cloud and create differentiated omnichannel customer experiences by adding Cisco HCS for Contact Center.
- **Endpoints for every occasion:** Select from a wide range of Cisco IP phones to suit any requirement, and choose award-winning desktop and room systems that can transform your workplace.