

Cisco Hosted Collaboration Solution

Design and implement a complete collaboration portfolio

You want to provide your users with tools to improve communication and productivity. Choosing the right collaboration technologies with a range of capabilities can help you do that.

You're looking for a carrier-class, cloud-based, collaboration as-a-service solution—from voice and video to mobility and conferencing.

But designing and implementing a solution like this can be complex.

You need support to design and implement a solution that meets your collaboration goals and your business requirements—quickly and effectively. We can help.

Cisco Hosted Collaboration Solution (HCS) Advise and Implement Service provides you with expert assistance to design and implement a complete collaboration portfolio. With our solution, you can deliver industry-leading voice, web, and video collaboration tools on a cloud-optimized infrastructure. The service includes provisioning of software, as well as management and technical support.



Benefits

For end-user organizations:

- Gain flexibility in choosing the way that collaboration applications are deployed
- Implement collaboration technologies more quickly
- Reduce Capital Expenditures (CapEx) and Operating Expenses (OpEx)

For Service Providers:

- Monetize Cisco's industry-leading portfolio of collaboration applications
- Make the most of capital investments in data center and network infrastructure
- Compress time-to-scale and streamline operations with a flexible management system, while offering an on-demand experience to customers

Service overview

Our HCS Advise and Implement Service begins with a collaborative review of your business objectives, current environment, and future technology plans. Then we conduct interviews and workshops to gather information for your high-level requirements. Using the findings, we develop a Solution Requirements Document as a basis for your new HCS platform. Next, we examine your site readiness for installation.

Using Cisco best practices and proven methodologies, our experts install, configure, and test HCS in your environment(s). We provide a Hand-Over Document that summarizes your design and installation configuration, and includes details on hand-off procedures between your team and our technical support.

With your new HCS up and running, we help empower your staff to manage and support the new solution. Your team gains informal knowledge transfer throughout the engagement, plus our experts deliver a formal workshop to help ensure your operational readiness to support the HCS solution. And we follow that up with a period of support after implementation to smooth the transition to your operations teams.

Cisco HCS components

HCS supports the full portfolio of Cisco Collaboration applications, enabling the creation of differentiated service bundles and additional revenue streams while making the most of CapEx and lowering OpEx. It helps ensure these services are delivered at the lowest cost, resulting in increased returns.

Our HCS solution includes four integrated elements:

- **Cisco Unified Communications (UC) and Collaboration applications**, providing comprehensive and effective collaborative solutions
- **Optimized virtualization platform** that enables customization, scaling, and simplified operations
- **Centralized management system**, including zero-touch automation of provisioning and administration, and proactive system assurance
- **Resilient, scalable aggregation-layer system** integration of cloud-based services architecture into the carrier-grade network, and end-to-end SLA enablement

Next steps

For more information, visit www.cisco.com/go/hostedcollab.

Why Cisco?

More than 60 times, we've delivered Cisco HCS to the top service providers and large enterprises around the globe—with more than one million users and numbers growing quickly. Now, we can assist your business in realizing the benefits of a powerful collaboration platform.

Cisco helps organizations boldly imagine and create bright digital futures by putting technology to work in unique, powerful, and differentiating ways. As a digital partner, we help position our clients to see around corners, anticipate change, and pivot quickly when needed. Securely, confidently, and at scale. We're passionate about helping others reimagine and redefine the game-winning digitalization standards in their own industries, sectors, and market.

We can assist you to transform how you use collaboration technology to unlock new agility and speed while enabling user experiences in fresh, exciting ways. Ready to drive speed to market and efficiencies with our expert help to implement a collaboration solution designed to support your business needs? We're ready to assist.

