

# UCaaS Powered by Cisco UCM Cloud

## Solution components and overview

Enterprises have come to recognize the business benefit of a unified communications platform that provides access to voice, video, messaging, presence, and web conferencing—anytime and anywhere. What's trending now is that these same enterprises are moving their on-premises unified communications (UC) platforms to cloud-based architectures. Why? Cloud-based architectures can reduce the time to deploy new innovative services that increase employee productivity and business agility and they represent a dependable, yet flexible cost model based on consumption.

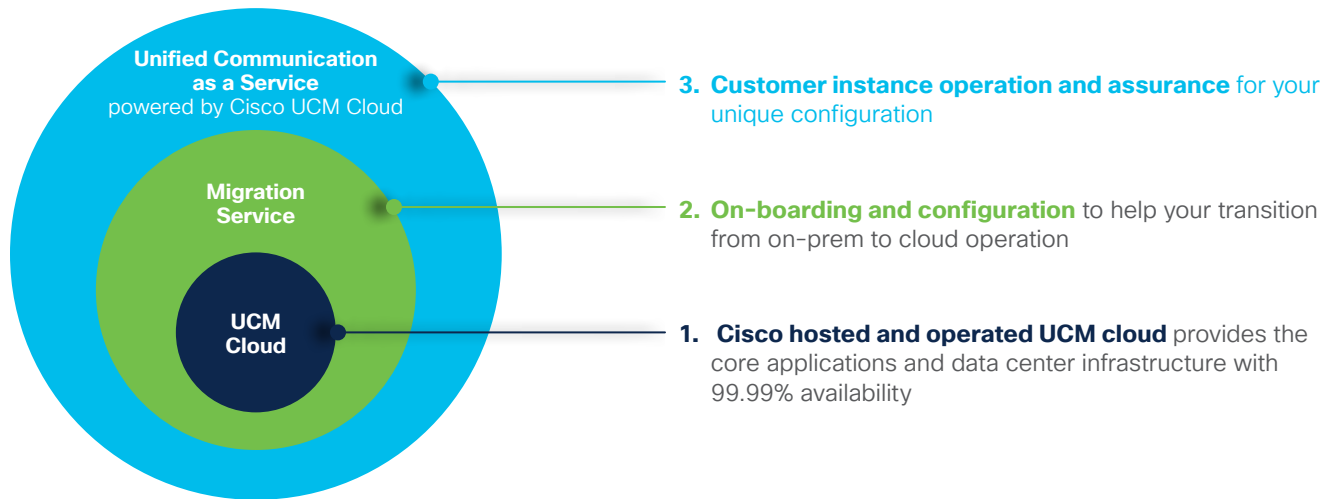
But moving an enterprise-class UC and calling platform from an on-premises solution to a cloud-based one is no small task. Often these transformations involve multiple sites with sophisticated calling systems. Transitioning such environments requires meticulous migration planning and high levels of delivery and management skills.

Even after an on-premises solution is migrated, configured, and operational, organizations face challenges for on-going benefit. For example, finding and retaining the skilled employees to deliver on cloud-based UC outcomes is increasing difficult. And without the appropriate talent pool, critical things like change management, cross domain troubleshooting in the cloud, and rapid toolset changes end up being neglected. That's where Cisco can help—with a complete, managed solution.

## Benefits

- Alleviates the need to attract and retain specialized talent
- Accelerates the adoption of unified communications features and investment value
- Increases performance, service quality, and reliability; strengthens security and compliance
- Unified communications increase employee productivity and business agility, while reducing facility and IT cost
- When combined with Managed Voice, Video, and Contact Center offers, this service supports heterogeneous environments and flexible transition to cloud

**Unified Communication as a Service, Powered by Cisco UCM Cloud** is a managed service that compliments the Cisco UCM Cloud solution and migration services, to deliver the expertise needed to enable customers to simplify their move to, and ongoing management of, a cloud-based UC platform.



The Cisco® Cloud-based Unified Communications solution is composed of three elements:

- **Cisco UCM Cloud** is our enterprise communications suite. It is a dedicated Unified Communications Manager (UCM) instance hosted and operated by Cisco from our Webex® data centers around the world and supports all Cisco Collaboration technologies and endpoints. It provides the delivery and management of all core applications plus capabilities to ensure availability.
- **Migration service** helps you transition from your premises to a cloud operation by providing expert on-boarding and configuration.
- **UCaaS** is the managed service envelope that provides operation and assurance for your unique configuration.

Unified Communications as a Service, Powered by Cisco UCM Cloud helps you maximize your UC investment and deliver on your business outcomes by:

- Alleviating the need to attract and retain specialized talent
- Delivering better performance for your collaboration solution
- Ensuring ongoing service quality, reliability, security, and compliance

## Cisco Core Collaboration Applications



Cisco Unified Communications Manager



Cisco Unity® Connection



Cisco Emergency Responder (CER)



Cisco Jabber



Cisco Webex Teams



Cisco Expressway



Cisco Webex Meetings

## Customer success story

### Global travel services

#### Customer challenges

- Replace the legacy Avaya contact center service with next-generation technology
- Enhance the customer experience and increase employee collaboration
- Reduce costs

#### Cisco Services solution

- Implement Cisco's cloud-based IT infrastructure
- Move to collaboration as a service (CaaS)
- Facilitated collaborative capabilities across 63 countries

#### Business outcomes

- 99.99% service availability
- 55% increase in video utilization in 12 months
- Annual cost reduction of approximately 15%

Unified Communications as a Service, Powered by Cisco UCM accelerates your ability to leverage the full breadth of UCM cloud features and increase employee productivity and business agility by utilizing state-of-the-art cloud-based voice, video, messaging, presence, and web conferencing—anywhere, anytime.

#### Why Cisco?

- Cisco has a long history of delivering managed services excellence worldwide
- We manage over two million devices for companies in 175 countries and in 38 different industries
- We have geographically dispersed networking operations centers (NOC) and security operations centers (SOC) to support you wherever you are located around the globe
- Cisco is the market-leading provider of collaboration technologies
- Cisco had a 91-percent customer renewal rate in 2019
- Our services and solutions are delivered by over 2,200 highly trained, experienced Cisco experts

#### For more information

Contact your local Cisco representative or partner if you want to get started or have questions. More information is also available online at the [Cisco Managed Services website](#).