

UCAAS : CISCO POWERED SOLUTIONS : DEDICATED COLLABORATION SOLUTIONS



SIMPLE & SECURE :
HOW COLLABORATION
SHOULD BE

Make secure collaboration effortless via a private cloud service powered by Cisco and managed by Tata Communications

DEDICATED COLLABORATION SOLUTIONS FROM TATA COMMUNICATIONS

Dedicated Collaboration Solutions is a simple and powerful managed unified communications (UC) platform that provides video collaboration, telephony, meetings, messaging and presence for organisations. Based on Cisco's platform, it offers integration across legacy systems and disparate UC platforms, creating an environment where users can easily connect, collaborate and share ideas across locations boosting organisation productivity.

Delivered as a private cloud solution, it is an end-to-end managed service that leverages your existing end points, introduces new cloud functionality and creates a standardised, simplified user experience. You gain the best of unified communications, without the upfront cost or IT burden.

- Drive productivity through a simple, consistent collaboration experience on any device, from pocket to boardroom
- Supports interoperability with existing technology and makes more of your existing investments
- Enjoy guaranteed quality of service for your video collaboration via the industry's only multi-modal SIP network
- Effortlessly comply with regulatory requirements within each region you operate in
- Fully integrated end-to-end SLAs that ensure the quality of service your business demands
- Reduce costs with "on-net" calling between office locations and "off-net" PSTN services
- Migrate to our private cloud service and future-proof your enterprise at your own pace

COLLABORATION MADE SIMPLE

Managing an environment with a mix of platforms and versions is an IT administrator's nightmare – but it's our specialty. Our Dedicated Collaboration Solutions can transform your UC setup to ensure uniform service levels plus parity of features and functionality across users and locations.

The impact on productivity can be significant: instead of spending valuable time working out how to connect to meetings, users are free to focus on collaboration and getting their work done.

Move to a personalised, dedicated cloud solution

Delivered from your private cloud, this fully managed and scalable service delivers all the benefits of the cloud with the enhanced security of a dedicated platform. With multiple sub-modules to choose from, you're able to tailor the solution architecture precisely to your needs.

Conforming to standard ITIL processes for service management, it also carries a 99.9% uptime commitment for business continuity and peace of mind. You're also able to take advantage of the next generation collaboration experience from Cisco Powered Solutions, without the headache of having to support and manage them in-house. With a dedicated managed UC infrastructure hosted in our global data centres, plus end-to-end SLAs that ensure security and quality of service, you're free to migrate at your own pace.

1 in 3 IT leaders cite integration with existing UC infrastructure as the main challenge

ANALYST RECOGNITION & AWARDS:

- APAC Managed UC Services Provider of the Year 2016 by Frost & Sullivan
- 2014, 2015 Frost & Sullivan APAC Best Practices Award for UCaaS
- "Tata (Tata Communications) is well-suited to large enterprises above 5,000 users seeking Cisco and Microsoft cloud UC" - Gartner's Magic Quadrant for Global UcaaS, 2016
- 2016, 2017 Cisco Cloud partner of the year

Features:

- Cisco Unified Communications Manager's full capabilities (latest version)
 - Voice and video calling with mobility
 - Voicemail, messaging and auto attendant
 - Meet Me audio conferencing
 - Instant messaging and presence
 - Remote and mobile access
 - Single number reach
- Cisco's full voice and video endpoint support
 - Desktop, conference and wireless phones
 - Desktop collaboration devices
 - Room and immersive telepresence systems
 - Jabber clients
 - Enterprise attendant consoles
- Integrates with traditional and IP PBXs
 - Avaya, Nortel, Siemens, etc.
- Integrates with IT platforms
 - Microsoft Exchange and IBM Notes email
 - Corporate LDAP Directory
 - Microsoft Active Directory server
 - Microsoft Skype for Business
- End-to-end management
 - Integrated tools for intelligent administration and user support
 - 99.9% SLA uptime commitment

“Tata Communications has changed the way we work. There is ease of use, excellent video quality, bandwidth management and reliability. Our future success depends on our ability to collaborate effectively and we know Tata Communications has the capabilities to help get us there.”

- A. P. KAMATH, GROUP HEAD-IT, GAMMON INDIA



Service management	Scope	Dedicated Collaboration Solution					Voice services	Network services***
		Infra	Customer premise equipment				<ul style="list-style-type: none"> • International calling • Local number service • Internat'l toll free service • Domestic PSTN 	<ul style="list-style-type: none"> • GVPN WAN • Internet access
		CUCM user & device services	Voice gateways	Phones	Jabber clients	Video rooms		
Request management	Technical resources to perform MACDs		✓	✓	✓	✓	✓	✓
Change management	Changes to correct problems or meet other requirements	✓	✓	✓	✓	✓	✓	✓
Event management	24x7 event monitoring and fault management	✓	✓			✓	✓	✓
Incident management	Service Desk availability 24x7x365 for incident reporting & management.	✓	✓	✓	✓	✓	✓	✓
Hardware replacement*	Managing support contracts with vendor TAC	✓	✓	✓	✓	✓	✓	✓
Problem management	Lifecycle management of all problems	✓	✓	✓	✓	✓	✓	✓
Asset management	Maintaining configuration & asset data of managed components in database	✓	✓	**	✓	✓	✓	✓
Capacity management	Ensuring enough capacity is available to meet the requirements	✓	✓				✓	✓
Release management	Performing recommended software updates, security notices & patches	✓	✓	✓	✓	✓	✓	✓
Availability management	Ensuring services & components perform their agreed upon availability.	✓	✓	✓	✓	✓	✓	✓
Service reporting	Service level management reports			✓			✓	✓
	Real-time dashboards			✓			✓	✓
	Technology reports			✓			✓	✓

* Only components under Cisco SmartNet contract. Customer is responsible for ensuring onsite technician resources are available at any Customer premise or data center.

** Customer responsible for maintaining asset inventory

*** Tata Network Services only. 3rd Party Network services are excluded



A UNIQUE, WORLD-CLASS SERVICE

Our Dedicated Collaboration Solutions are enabled by the industry's only multi-modal SIP network that supports both audio and video traffic on a single infrastructure. This gives you great quality of service at improved costs for your mission critical communications. By seamlessly integrating your UCaaS deployments into a uniform management fabric, you gain an altogether better user experience and peace of mind.

With our SIP network that covers 89% of world's GDP, and service backed by 4000+ experts across 5 NOC locations, we commit to do "whatever it takes" to support your growing business.

 <p>SOC staff CCNA Certified</p>	 <p>Proactivity Customer incidents proactively monitored</p>	 <p>Call response Within 10 seconds</p>	 <p>Incident Management Customer issues resolved within 4 hours</p>	 <p>Expertise CCIE Certified TDAs (Technical Design Authorities) ITIL certified service specialists</p>	 <p>4000+ Experts Engineering and technical experts, project management, operations, service management and service assurance, product managers and pre sales architects</p>
					 <p>5 Global service contact</p>
					 <p>40 International locations</p>
					 <p>126 Countries served</p>
					 <p>24x7x365 support</p>



ABOUT TATA COMMUNICATIONS

Tata Communications Limited (CIN no: L64200MH1986PLC039266) along with its subsidiaries (Tata Communications) is a leading global provider of A New World of Communications™. With a leadership position in emerging markets, Tata Communications leverages its advanced solutions capabilities and domain expertise across its global and pan-India network to deliver managed solutions to multi-national enterprises, service providers and Indian consumers.

The Tata Communications global network includes one of the most advanced and largest submarine cable networks and a Tier-1 IP network, as well as nearly 1.5 million square feet of data centre and collocation space worldwide.

Tata Communications' depth and breadth of reach in emerging markets includes leadership in Indian enterprise data services and leadership in global international voice.

Tata Communications Limited is listed on the Bombay Stock Exchange and the National Stock Exchange of India.

For more information, visit us at www.tatacommunications.com

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