

Hosted Collaboration

Effective collaboration can be complex and challenging, given more mobile and dispersed workforces, the need to reduce costs, and the desire for reduced power consumption, cooling, and overall carbon footprint.

To help meet these challenges, organizations are looking for deployment flexibility—flexibility that includes the option to choose collaboration applications delivered to them as services, hosted by someone else. The Logicalis Hosted Collaboration Solution (HCS) provides Cisco’s portfolio of collaborative applications to organizations in a subscriber-based, “as-a-service” offer. It is the product of team collaboration between Logicalis, Cisco, and Netelligent - a leading hosting provider. Cisco provides the widest range of collaboration applications available today; Netelligent provides you with services hosted in its industry-leading data centers; Logicalis provides you with our world-class 24x7x365 remote management and monitoring and is your single point of contact for the solution.

Cisco Unified Collaboration as a Service offers the industry’s broadest portfolio of unified communications and collaboration applications and capabilities. Collaboration as a service provides this portfolio in a hosted environment. Therefore, the user’s experience is exactly the same whether the application resides on your premises or in Netelligent’s operations center—or a combination of the two.

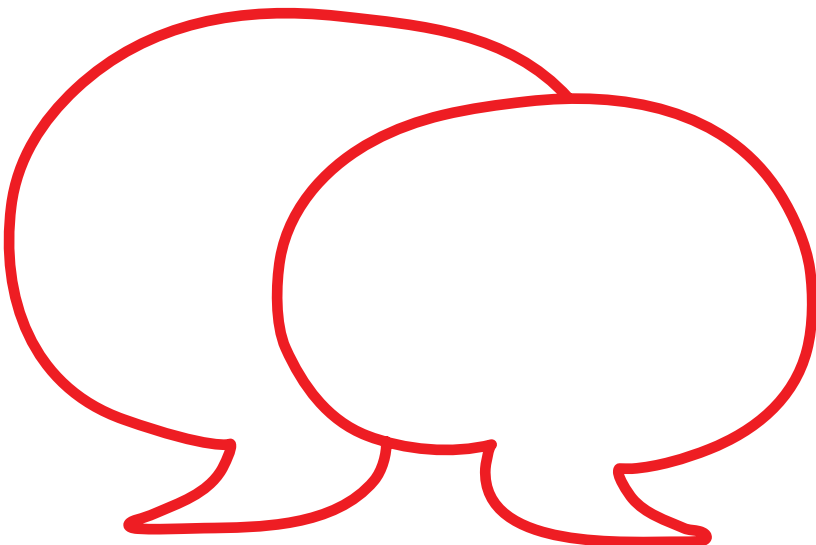
The Hosted Collaboration Solution supports the following Cisco applications:

Core Offerings

- Voice as a Service
- Voicemail and Integrated Messaging as a Service
- Instant Messaging and Presence as a Service
- Meet-Me Conferencing

Enhanced Offerings

- Contact Center Express (UCCX)
- Enhanced 911 Coverage (GER)
- Expressway
- Broadcast Paging
- Call Recording
- IP Desktop Faxing
- MPLS Connectivity
- SIP Trunking, DIDs, LNP



Why Logicalis?

For starters, Logicalis staffs its redundant operation centers with CCIE experts and uses processes in its HCS Solution that are both SOC II compliant. To further help you improve the efficiency of your communications,

Logicalis business analysts can design a customized collaboration solution specifically for your organization as an add-on engagement. Logicalis is:

- Among an elite group of partners in the U.S. who have completed the extremely rigorous Cisco Master Unified Communications and Master Cloud Builder Certifications
- Certified as a Cisco ATP Video Master Partner
- Among the first partners in the U.S. certified for the Cisco Data Center Unified Computing Advanced Technology Program specialization
- Certified globally as a Cisco Managed Services Channel Partner (MSCP) and delivers Cisco Managed Services across Unified Communications, Unified Contact Centers, managed LANs/WANs, data center/cloud, and legacy connectivity
- A consistent winner of the Cisco Customer Satisfaction Excellence Award

Netelligent Optimized Virtual Environment

Netelligent Optimized Virtual Environment provides dedicated, virtual applications in Netelligent's redundant operations centers, offering you the benefits of dedicated software with carrier-class flexibility and resiliency. In the Cisco Hosted Collaboration Solution, this operations center environment has been optimized and characterized for real-time collaboration applications and can provide new levels of performance, lower total cost of ownership (TCO), and increased operational productivity. Through a combination of the Cisco Unified Computing System, VMware software, Fibre Channel SAN storage, and Cisco Nexus switching platforms, service providers can offer collaboration services while reducing CapEx/OpEx. Installations, upgrades, and customizations are easier to perform, and security and redundancy are improved.

Logicalis Managed Services

Logicalis Managed Services deliver management and monitoring all UC components of the solution. We eliminate the cost to hire, train, and maintain the Cisco Unified Collaborations environment in house so that your IT staff can focus on more strategic initiatives. Logicalis will monitor the following components, where applicable, to keep your Cisco Collaboration Solution healthy:

Cisco Unified Communications Manager	Cisco Unified Emergency Responder
Cisco Prime Collaboration	Cisco Unified CM Session Management Edition
Cisco Enterprise License Manager Dedicated VM	Cisco Paging Server
Cisco Unified Mobility Server	Cisco Unified Survivable Remote Site Telephony Manager
Cisco TFTP Server	Cisco Media Resource Server
Cisco Unified IM&P (Presence)	Cisco Jabber Guest
Cisco Unified Attendant Consoles (CUAC)	Arc Console
Cisco Unity Connection	Cisco Voice Gateways
Cisco WebEx Meetings Server	Sagemcom XMediusFAX Server
Software Extension (Jabber)	Cisco Virtualization Experience Media Engine support
Physical Extension	Software Extension (CIPC)

Logicalis will also act as a single point of contact so that you only have to deal with one supplier, one bill, and one help desk for your Unified Collaboration needs.

Personalized Approach

Logicalis will work with your organization to build/refresh your on-premises architecture, as well as manage and maintain your on-premises equipment and endpoints with Level 1 support. A Netelligent-preferred telecommunications company will provide the dedicated MPLS for Point-to-Point connection to the Netelligent HCS cloud. You will be provided with a web-based management portal for your HCS cloud, where you can complete simple end-user tasks such as managing phone features and speed dials.

Logicalis Facts

- \$1.5 billion in revenue
- Operations in Europe, North America, South America and Asia Pacific
- 6,500 corporate and public sector customers
- 4,000 employees worldwide
- 10 cloud data centers/ operation centers worldwide

Learn more about Logicalis by visiting our website at www.us.logicalis.com.

Logicalis will take care of the more complex system management for you. And when it comes to hosting, maintaining, and monitoring the backend technology of your hosted collaboration system, the Logicalis Managed Services team will work tirelessly to keep it up and running so that your users experience seamless access to their applications.

The Hosted Collaboration Solution provides exceptional flexibility in choosing the way that collaboration applications are deployed. The capability to choose a hosted deployment option can also help you deploy collaboration technologies faster while potentially lowering capital expenditures (CapEx) and operating expenses (OpEx). Logicalis helps you make the most of your capital investments in the data center and network infrastructure by:

- Compressing time-to-scale and streamlining operations with a flexible management system, while delivering an on-demand experience
- Standardizes service for all employees
- Enhances flexibility and application diversity
- Continually updates new features and upgrades by way of a cloud service to eliminate concerns about keeping up with the latest versions
- Serves as your single point of contact to simplify monitoring and management

Why Hosted Collaboration Solution?

Hosting collaboration services from the cloud can accelerate rollouts, improve business agility, lower ongoing maintenance and utility costs, and continuously deliver new capabilities without the need for lengthy and expensive upgrade projects. Logicalis provides expertise in support and design guidance as well as 24/7 monitoring and maintenance, and historical reporting on call capacity, call success, and QoS.

What can we do for your organization?

Contact Logicalis to learn how we can help.

Visit www.us.logicalis.com

Call 866.456.4422



Others sell. We solve.



Others talk. We listen.



Others replicate. We tailor.

Business and technology working as one.

