

Hosted Collaboration Solution for State and Local Government and Education

Hosted Collaboration Solution (HCS) is a component of the Global Technology Resources, Inc. (GTRI) cloud practice. HCS is a managed, Cisco powered and certified solution that delivers a broad range of Cisco Unified Collaboration services via a hosted, flexible, pay-by-the-device model. HCS gives your organization the same user experience, flexibility and collaborative tools as an enterprise architecture without having to make a significant investment in your own data center or staff.

HCS Components

The following HCS components can be bundled into service options per user or per device for your environment.

- **IP Communications:** Provides IP-PBX call control functionality for VoIP and video telephony using Cisco Unified Communications Manager
- **Voice and Integrated Messaging:** Deliver voicemail and integrated messaging using Cisco Unity Connection
- **Presence and Instant Messaging:** Enable enterprise-level presence and instant messaging (IM) using Cisco Unified Presence
- **Mobility and Client Desktop Applications:** Provide desktop video, mobility capabilities and mobile applications through the Cisco suite of mobility applications
- **Cisco Contact Center:** A robust customer-care offering that provides intelligent call routing and extensive contact center agent functions
- **Conferencing:** Cisco's web, audio and video conferencing solutions are available as add-on services
- **Esna Cloudlink™ 4.0 for Cisco®:** Integration of Cisco Collaboration with cloud applications such as Google Apps for Government and Salesforce

Benefits

The HCS delivery method creates an opportunity for state and local governments and education to deploy unified communications and collaboration together across their environments. The benefits of deploying HCS include:

- **Pay as you Use:** Purchase collaboration services as needed and pay one predictable monthly payment
- **Increased Service and Support Levels:** GTRI proactively manages and monitors the solution 24x7 and provides complete end user support allowing your IT staff to focus on projects that are core to the business
- **Carrier Agnostic:** Existing contracts and carriers can be utilized with GTRI's Hosted Collaboration Solution
- **Simplified Data Center:** Reduce your data center's space, power and cooling costs
- **Scalable Architecture:** Add new users and locations quickly by leveraging GTRI's enterprise-class cloud/hosted Unified Communications (UC) architecture
- **Operational Expense:** Hosted collaboration converts capital expenses into a predictable operational expense
- **On-Premise Cost Avoidance:** Reduce your data center footprint and energy costs by hosting voice, video and other collaborative applications
- **Investment Protection:** Existing infrastructure and collaboration systems can be utilized with a hosted solution
- **Standard Service Level:** GTRI HCS will be available 99.999% each month, excluding scheduled maintenance

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Architecture

Leveraging the framework provided by Cisco IP hardware and software products, HCS delivers unparalleled performance and capabilities to address current and emerging unified communications needs as a hosted managed service offering. HCS provides these capabilities while maintaining high availability, quality of service and security.

GTRI's HCS environment is built on best of breed data center platforms including:

- Cisco Unified Computing System
- Cisco Nexus Switching
- EMC Storage
- VMware Virtualization

Licensing Model Descriptions

GTRI's Hosted Collaboration Solution offers your business licensing model options based on the functionality and collaboration applications that best fit your environment.

HCS is licensed in three software bundles:

- **Foundation:** Consists of voice, single number reach (SNR) and extension mobility licensing, and presence/instant messaging licensing for a single device, including licensing for a single device, which can be a hard phone, Jabber mobile client or Jabber desktop client. This license supports all Cisco phone models. If a Jabber client is chosen as the end user's device, personal video and desktop sharing are added to Jabber's base presence/instant messaging capabilities.
- **Foundation plus Messaging:** Consists of voice, unified messaging/voicemail, single number reach and extension mobility licensing, and presence/instant messaging licensing for a single device, including licensing for a single device, which can be a hard phone, Jabber mobile client or Jabber desktop client. This license supports all Cisco phone models. If a Jabber client is chosen as the end user's device, personal video, visual voicemail and desktop sharing are added to Jabber's base presence/instant messaging capabilities.
- **Standard:** Consists of voice, unified messaging/voicemail, single number reach and extension mobility licensing, and presence/instant messaging licensing for multiple devices, with Jabber desktop and mobile clients. This license supports all Cisco phones.

Licensing Model Options

Functionality	Collaboration Apps	Foundation	Foundation + Messaging	Standard
Full Voice/Call Control	Unified Communication Manager	✓	✓	✓
Mobility (SNR)	Cisco Unified Mobility	✓	✓	✓
Native Video	Video Endpoint(s)	✓	✓	✓
Number of Devices	–	1	1	Multiple
Unified Messaging and Voicemail	Unity Connection	<i>Optional Add-on</i>	✓	✓
Jabber IM and Presence	Jabber IM	✓	✓	✓
Jabber Desktop	Jabber (Full UC)	✓	✓	✓
Jabber Mobile	Jabber (Full UC)	✓	✓	✓
Video Conferencing	TelePresence	<i>Optional Add-on</i>	<i>Optional Add-on</i>	<i>Optional Add-on</i>
Web Conferencing	Cisco WebEx	<i>Optional Add-on</i>	<i>Optional Add-on</i>	<i>Optional Add-on</i>
Contact Center	Unified Contact Center	<i>Optional Add-on</i>	<i>Optional Add-on</i>	<i>Optional Add-on</i>