CISCO Partner
Gold Integrator

BCX

BETTER
COLLABORATION
FOR BIGGER
IMPACT

Product Description

Cisco's Hosted Collaboration solution is a premium integrated voice and collaboration solution for large enterprise, hosted and managed by BCX. This product leverages Cisco's advanced technologies to offer Industry leading features and capabilities.

What is Does

HCS provides a comprehensive solution which includes voice (IP Telephony), point-to-point video, IM&P and mobility which is delivered over the BCX IP Network. Customers can experience omni-channel engagement with increased productivity and improved time to market thus realising a return on investment. The HCS Solution promotes an OPEX model rather than CAPEX expenditure and provides cost predictability over the contract term for easier budget and business case planning. The BCX Team can provide a seamless transition from an on-premises model to a cloud-based HCS solution minimising any impact on business operations, while providing customers with a new portfolio of collaboration applications and capabilities allowing end users to work from anywhere and anytime.

HCS provides a host of features

- Calling types supported include:
  - On-net – Intra Site VoIP Calls i.e. within the branch
  - On-net – Inter Site VoIP Calls i.e. between Head Office and the Branches
  - On-net – Forced On-net Calls
  - Off-net – Calls to and from PSTN using Central Break Out (CBO)
  - Off-net – Emergency Calls to PSTN
  - DTMF Inband (RTP-NTE)
  - Number dialling: local, national, services, mobile, and international

- Calling Features Supported include:
  - Call Forward on No Answer, Busy and Unrestricted
  - Call Park
  - Call Transfer (Blind, Consultative)
  - Ad-Hoc and Meet Me Conference Call
  - Music on hold
  - Call Waiting
  - Call Hold/Resume
  - CLIP
  - Pickup Groups
  - Hunt List

- Management systems that focus on operational efficiency and customer service from initial implementation and activation to ongoing service assurance

- Management Suite and Reporting: BCX offers advanced management tools that can be used to monitor and report on the state of the customer's collaboration environment.

- Service Fulfilment and Assurance: Managed Deployment with automation tools for efficient rollout and access to a dashboard view of real-time stats via our upgraded Provisioning and Monitoring tools

- Mobility: allows the end-users to connect and collaborate from anywhere at any-time.

- Voice and video: employees can communicate with sophisticated voice services based on VoIP, collaborate with video calling capabilities, all delivered from the cloud;

- Voicemail and integrated messaging: deliver voicemail and integrated messaging from an IP phone, mobile phone, or desktop

- Integrated Messaging (IM) and presence: find people quickly, click to begin an IM session, place a phone call, or start a video chat

- HCS promotes Forced On-net Calling making sure customers achieve maximum saving on minutes

Added Benefits

Reliability – Redundancy within and across BCX Datacenters

Interoperable – investment protection as works with many devices and open standards API's

Improve Collaboration - Use tools to continue the conversation before, during, after meetings and support digital workplace transformation

Managed Service – Single point of integration with dedicated support and proactive management

Flexible – scalability and flexibility

Pricing and Availability

The Hosted Collaboration Solution is available nationwide.

For more information, contact your Account Manager.