

# **Amcom Cloud Collaboration**

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POWERED BY CISCO

*amcom*

The background is a solid red color with several curved, overlapping bands of a slightly darker shade of red, creating a sense of movement and depth. The text is positioned on the left side of the image.

**Collaboration  
is changing  
the way the  
world works.**

# The new workplace

The way people interact, think and work has changed. As a new generation join the workplace they bring with them a new communication style, work habits and social collaboration. Work is no longer an activity undertaken in a defined space, the new workplace is anywhere employees can operate effectively and efficiently – and on a range of devices from laptop, to tablet to smart phone.

Shifts in cloud, mobility and social collaboration technologies have the power to redefine the way employees work and collaborate in their professional lives. Employees are ready and waiting for Unified Communications technology for they have been working in similar ways in their personal lives for years.

A growing trend in the new workplace is allowing people the freedom to use their own devices for both personal and work tasks. According to a recent Cisco survey,<sup>1</sup> 84% of IT departments worldwide enable Bring Your Own Device (BYOD) to promote greater flexibility and mobility for their employees, and ultimately boost productivity and staff satisfaction.

The successful delivery of the next-generation collaboration experience is not just about desktop software, or the latest social network or smartphone. It offers an integrated set of applications and approach, with the flexibility to adapt to multiple environments and user situations. Importantly, organisations can deliver a compelling user experience for their workers over a scalable, secure and reliable platform.

<sup>1</sup> CISCO IBSG, BYOD: A GLOBAL PERSPECTIVE (2012)

**By 2016, 50% of organisations will address their Unified Communication needs utilising a hosted subscription model, up from less than 5% today.**

GARTNER "PREDICTS 2012: SUCCESSFUL UC DEPLOYMENTS DEPEND ON DEFINING ORGANISATIONAL OBJECTIVES AND UNDERSTAND THE CHALLENGES"

# Collaboration: The next competitive **advantage**



## Connect

on any device anywhere



## Communicate

using a suite of applications



## Collaborate

with anyone anytime

The ability for companies to adapt to the 'new workplace' is increasingly becoming a critical factor in success. Organisations that best adapt their business models, infrastructure and culture to get the most from their technology and workforce will be best placed to overcome future challenges and competition.

The next generation of business leaders are creating an environment where their people can work and engage each other effectively anywhere, anytime, while accommodating the needs of the new workplace. Collaboration is the key to success in today's workplace as we become more connected around the globe.

**Amcom Cloud Collaboration empowers people to connect, communicate and collaborate anywhere inside or outside the organisation, on any of the latest devices, as easily as they would in their own office – simply, reliably, risk-free and above all securely.**

## Organisations are able to:

- ▶ Deliver a unified user experience for their workforce across a range of devices, anytime and anywhere
- ▶ Facilitate a culture of collaboration and communication across your organisation, customers and suppliers
- ▶ Increase employee productivity by providing enterprise application access from personal and mobile devices
- ▶ Improve collaboration for a workforce who are constantly on the move by providing online meetings with high-definition audio and video conferencing
- ▶ Tailor the collaboration solution for different user profiles across the business

## Your workforce is able to:

- ▶ Share information and interact with colleagues, partners and customers in real time, and communicate across channels beyond email and telephone
- ▶ Access collaboration tools from their smart devices in constantly shifting locations and conditions
- ▶ Use personal or company-issued mobile devices as a highly secure extension of your enterprise network and applications



# Get out of the basement and into the cloud

The thirst for consuming services from the cloud is rapidly increasing across the whole business and industry spectrum. This has seen many companies become aware of the multiple benefits of extending the reach of collaboration services across their businesses in a Software-as-a-Service (SaaS) model.

Companies are increasingly demanding access to the latest applications and services without having to deploy and manage them in-house. Cloud services must, however, deliver the broad and flexible collaboration services that businesses are demanding and still be dependable and secure.

Amcom Cloud Collaboration offers customers a compelling reason to transition from legacy on-premise systems, to a hosted or cloud delivery model. This not only provides immediate cost benefits, but allows enterprises to deploy and utilise new technologies faster, turn-up capacity and add new services on an as-required, pay as you need basis.





## Boost your competitive edge with Amcom Cloud Collaboration

As well as the business value of closer teamwork, faster decision making, and the ability of personnel to work anywhere at home or abroad, Amcom Cloud Collaboration enables you to:



**Deliver a unified user experience**  
– the same one across a wide variety  
of devices and environments



**Improve IT and business agility**  
to focus more of your resources  
on core competencies and  
business priorities



**Optimise resources and shift IT**  
spend from a capital expenditure  
model to an operating expense



**Maintain control and manage**  
service levels, reliably





# The collaboration toolkit

Amcom Cloud Collaboration connects your people through real-time collaboration with applications such as Telephony, Video Conferencing, Chat/IM, Presence and Mobility. It delivers a range of functionality that can help your workforce collaborate and perform more effectively.



## Telephony

Feature-rich handset range, global telephony platform with high-quality audio and high-definition video telephony.

- › Connect with your colleagues, partners and customers with secure, safe, reliable communication



## Video Conferencing

Enable a more compelling interaction with your people to meet in a virtual environment at extremely low cost.

- › Reduce the time your staff spend away from the office at physical meetings and lower the costs associated with business travel and expenditure



## Chat/IM

Secure Instant Messaging, which lets your workforce use real time messaging to connect and communicate with colleagues, partners and customers.

- › Enhance productivity, reduce delays and create new forums for collaboration



## Mobility

Provides easy access to voice, video, presence, instant messaging, voice messaging, desktop sharing and conferencing on mobile devices.

- › Help your workforce connect, communicate, and collaborate using mobile devices, while controlling costs by extending the enterprise network



## Presence

Brings people together in and across organisations in the most effective way as it enables you to see the availability status of your colleagues – whether on the phone, available or away.

- › Facilitate faster decisions and enhance productivity using presence awareness

# Different users, different needs, one solution



## Foundation

Desktop worker who uses the phone for basic communication needs.



Essential Telephony & Desktop Features

- ✓ Communicate with colleagues and suppliers.
- ✓ Entry level handset options.



## Collaborator

Workers who regularly communicate with colleagues and customers using phone and desktop features such as instant messaging and screen sharing.



Essential Telephony & Desktop Features



Advanced Telephony & Desktop Features

- ✓ Share information and interact with customers in real time, and communicate across channels beyond email and telephone.
- ✓ Feature rich video handset options.



## Mobile Collaborator

Workers who are frequently away from their desk and require an integrated communication network with colleagues and customers.



Essential Telephony & Desktop Features



Advanced Telephony & Desktop Features



Advanced Mobility Features

- ✓ Improve communications, relationships, and productivity by facilitating access from multiple locations, including satellite or home offices when travelling.
- ✓ Up to 10 devices enabled for collaboration (laptop, tablet, smartphone, home devices).
- ✓ Mobile WiFi handsets, full featured video handsets, mobility accessories.

**At Amcom we understand there is no one-size-fits-all solution to finding the right collaboration tools.**

There needs to be a range of collaboration options available depending on executive and staff needs and parameters.

Amcom Cloud Collaboration has been specifically designed to meet your individual business strategy and needs of your organisation's diverse workforce.



## **Business Leader**

Designed for individuals who collaborate in real time with co-workers, partners, customers and suppliers in different parts of the world and require a seamless access to business communications.



**Essential Telephony & Desktop Features**



**Advanced Telephony & Desktop Features**



**Advanced Mobility Features**



**Premium Support**

- ✓ Build trust and understanding across time zones within cross-functional teams.
- ✓ Advanced Video conferencing handsets.
- ✓ Up to 10 devices enabled for collaboration (laptop, tablet, smartphone, home devices).



## **Location package options**

Amcom Cloud Collaboration offers a range of location packages that can be shared by multiple employees within your organisation.

### **Meeting Room**

Offers integrated fixed devices that are shared by multiple workers for a meeting or in a conference room.

### **Public Space**

Provides integrated fixed devices that are shared by multiple workers in public spaces such as lobby and kiosk phones.

### **Analogue Devices**

Designed for fax machines and elevator phones.

### **Immersive Telepresence**

Delivers high-definition video conferencing to all users and environments in any organisation.

# Why Amcom does it **better**

Amcom is an award-winning, ASX listed, IT and Telecommunications Company employing over 380 talented people positioned in six offices across Australia. Through the delivery of innovative, flexible and cost-effective solutions and top-line customer service and support, we are the provider of choice for the converging Information, Communication and Technology (ICT) needs of business and government across the country.

## Cisco Gold Partnership

Amcom is a Cisco Gold Partner and together we work hand-in-hand towards the shared objective of providing an outstanding customer service experience while delivering a global collaboration solution that creates real impact for our customers. At Amcom we pride ourselves on outstanding customer satisfaction; this is something that has been evidenced by Cisco's annual Customer Satisfaction surveys where Amcom achieved a score of 4.86 out of 5 for pre-sales and post-sales customer satisfaction.

Both Amcom and Cisco see customer satisfaction as a key driver of our current and future success.

## Dependable ICT solutions

Amcom has the infrastructure and experience on which business and government depend. Our fibre network stretches more than 2,200 kilometres and connects to 50 data centres nationally — of which three are owned and operated by Amcom.

- ▶ Over 200 Channel Partners Australia-wide
- ▶ Manage over 120,000 Unified Communications end-points
- ▶ Support 30,000 Cloud users nationally
- ▶ Connect more than 1.2 million people through the Amcom Network every day

## Purpose-built infrastructure

As one of Australia's most rapidly growing ICT service providers, Amcom is in the unique position of being able to build and plan infrastructure with the most advanced technology available. We have made significant investment into our owned and operated Data Centres for the Amcom Cloud Collaboration technology to ensure we create a performance-driven Cloud infrastructure on which our customers can depend.

## World-class Data Centre security

- ▶ Data Centre access is monitored and controlled with video surveillance and building access management systems
- ▶ Personnel access is subject to stringent security clearance protocols and approvals
- ▶ Diversity of on-shore local Data Centre locations to suit your requirements

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## Tailored support and training

We understand that as a business, support and training are essential to the successful adoption and ongoing use of Amcom's ICT solutions. To ensure Amcom ICT solutions are the right fit for your organisation we offer tailored support and training features including:

- › 24/7 support via phone, email or iPhone App
- › Amcom Network Status App
- › Webinar training seminars
- › On-premise training
- › Video training guides
- › Tailored training packages
- › Advanced Service Level Agreements (SLAs)

## Intelligent Network

The Amcom Intelligent Network is designed and built for business, providing your organisation with national connectivity across an advanced MPLS network. It is backed by industry leading Service Level Agreements, dedicated 24/7 support, and over 13 years of experience owning and operating data centres and an extensive fibre optic network.

- › National network connectivity
- › State of the art multi-service network carried over a high-quality fibre optic backbone
- › An advanced MPLS core with built-in redundancy

## Built for business

Across the Intelligent Network, we offer truly integrated and industry-leading end-to-end ICT solutions, tailored to your requirements and delivered with the confidence and peace of mind of using a single provider. Our range of products and services span:

- › Network and Data Centre
- › Enterprise Internet
- › High-speed data connectivity options
- › Cloud solutions
- › IP Tel and Unified Communications

# We make it easy



## Talk

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At Amcom we believe in keeping things simple. Once you contact Amcom you will be assigned a dedicated Account Manager who will be your single point of contact and work with you to discover your organisational needs.

## Build

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Your dedicated Account Manager will work with you and the wider Amcom team of Cloud Collaboration experts to build a solution that is specifically designed to meet the individual needs of your organisation.

## Integrate

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We will work with you to ensure that your business gets the most out of your collaboration technology by providing you with a range of resources and training packages that are designed to help your workforce collaborate and work more effectively and efficiently.



**Call us on 1800 428 428  
or visit us at [amcom.com.au](http://amcom.com.au)**





**amcom**

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