UNIFIED
COMMUNICATIONS
AS A SERVICE

A CSC-MANAGED AND -HOSTED UNIFIED COMMUNICATIONS SERVICE

Seize the business advantage of communicating with customers, suppliers and colleagues from any workspace, any time. You can do so with an offering that unifies voice, video, data and mobile applications on fixed and mobile networks: CSC's Unified Communications as a Service (UCaaS).

CSC's Unified Communication and Collaboration portfolio of solutions connect people and information to create value, accelerate innovation, and improve business agility. Keep your staff connected with transparent access to information and resources from multiple locations via a whole new range of communication devices. CSC's flexible delivery models ensure that UCaaS can be tailored to your business needs including:

- Voice
- Voicemail/Integrated Messaging
- Video
- Productivity Applications
- Audio-/Webconferencing
- Mobility

Integrating the various means of how individuals communicate and drive productivity is the key focus of CSC's UCaaS offering. By centralising and managing these capabilities, CSC provides its clients a seamless and scalable solution for enabling business interaction.

VOICE

A core element of CSC's UCaaS is the ability to simplify voice services while offering a range of options for usage. Whether from a handset or a softphone, our platform supports a range of calling options:

- Softphone
- Presence-enabled speed dials
- Wide range of supported handsets (support for standards-based SIP handsets)
- Appliance-based architecture
- User self-service portals

VOICEMAIL/INTEGRATED MESSAGING

Communication extends well beyond voice. Integrating voicemail and messaging ensures that critical information is accessible when and where it is required. Again, simplicity and flexibility are inherent within CSC's UCaaS offer:

- E-mail client integration for voicemail (Outlook and Lotus Notes)
- Ability to automatically forward voicemails to any e-mail address
- Text-to-speech integration for Microsoft Exchange e-mails
- Calendar integration with Microsoft Exchange
- Integration with MeetingPlace audioconferencing (call in to hear list of/ join meetings)
- Access voicemails via RSS feeds
- Web portal access to voicemails/user self-service

PRODUCTIVITY APPLICATIONS

CSC's UCaaS offering allows clients to seamlessly move between communications technologies. Interactions can instantly move to more appropriate or productive means:

- Click to communicate
- Chat client call/presence/call control integration (Microsoft Office Communicator, Lotus Sametime)

VIDEO

- Ad hoc voice conferencing with automated, integrated multipoint video (desktop and room based)

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FIND OUT MORE

Contact us to learn more about how Unified Communications as a Service can help your business.

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AUDIO-/WEBCONFERENCING

With CSC's UCaaS, clients can quickly assemble a collaborative Web or audio session — reaching the appropriate individuals regardless of location or device.

- Integrated audio-/Webconferencing (scheduled and reservationless)
- Flash-based Webconferencing client
- Ad hoc conferencing integration with chat clients (Microsoft Office Communicator, Lotus Sametime)
- One button click to conference for Lotus Sametime

MOBILITY

Being accessible is no longer a matter of being tied to a desk or single location. CSC's UCaaS offering allows individuals to become mobile without losing time or continuity during a conversation.

- Smartphone client supporting visual voicemail, deskphone call logs, call using office PBX, audioconferencing, quick access for iPhone, Symbian, Windows Mobile, and BlackBerry (BlackBerry currently does not support call via office PBX)
- Blackberry clients can direct the PBX to call one number and then connect the call at a number other than their mobile phone
- Single number reach (calls to desk phone simultaneously ring mobile phone; call in progress can be handed off to mobile)
- Secure Internet desk phone, extending enterprise communications to the small office/home office without an expensive hardware footprint

24x7 CUSTOMER CARE SUPPORT

Call center support is available 24x7 to provide seamless end user assistance and technical support.

SERVICE MANAGEMENT AND REPORTING

CSC will provide end-to-end management of UCaaS in conjunction with our partners. Customers will receive detailed monthly resource management reports. These reports are tailored to meet your specific needs and can include the common metrics listed below:

- Monthly call detail
- Availability reporting latency and packet loss reporting
- Network management reporting

ADDITIONAL SERVICES

Endpoint Hardware Leasing:
Through our network of partners, CSC can arrange the supply of equipment from major manufacturers on buy or lease basis at industry leading prices.

Hardware Maintenance Programs:
CSC will manage the health of your UCaaS endpoints through their life cycle (warranty, repair, replace).

Enterprise Consulting:
Our UCaaS experts will evaluate your enterprise Unified Communications readiness and make recommendations.

About CSC

The mission of CSC is to be a global leader in providing technology-enabled business solutions and services.

With the broadest range of capabilities, CSC offers clients the solutions they need to manage complexity, focus on core businesses, collaborate with partners and clients and improve operations.

CSC makes a special point of understanding our clients and provides experts with real-world experience to work with them. CSC is vendor independent, delivering solutions that best meet each client's unique requirements.

For over 50 years, clients in industries and governments worldwide have trusted CSC with their business process and information systems outsourcing, systems integration and consulting needs.
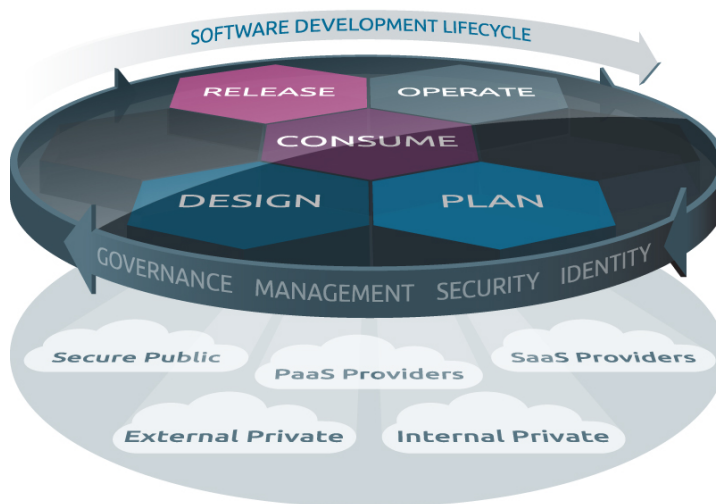The company trades on the New York Stock Exchange under the symbol "CSC."

Agility Platform Overview

Industry's Only Enterprise Cloud Management Platform

ServiceMesh has created an enterprise cloud management platform that enables transformative "everything-as-a-service" IT delivery models for Global 2000 clients. ServiceMesh's Agility Platform accelerates this transformation by governing, orchestrating, and delivering portfolios of IaaS, PaaS, and SaaS across hybrid cloud environments to reduce the cost, complexity, and time-to-market for delivery of IT services.

Comprehensive Lifecycle Management

Agility Platform capabilities are organized around an end-to-end lifecycle that integrates into your existing enterprise IT ecosystem and software development lifecycle.

Agility Platform Delivers Business Value

- Improved time-to-market with self-service provisioning not simply of IT infrastructure, but enterprise-grade platforms and business applications.

- Increased business agility by directly empowering business units with on-demand access to the fully governed and SLA managed IT resources they need.

- Mitigate regulatory and compliance risk with robust policy-based governance, security, and lifecycle management consistently applied across all IT resources.

- Lower costs and optimize resource utilization using IT services that are portable and not locked into any specific cloud service provider or implementation technology.

- **Planner** streamlines application migration to the cloud by scoring and evaluating different workloads.

- **Designer** is a graphical workbench to assemble cloud portable stacks, templates, and complex multi-tier application blueprints for deployment across diverse hybrid clouds.

- **Store** is a fully-governed, self-service portal for on-demand provisioning of broad "as-a-service" portfolios.

- **Release Manager** is an easy to use visual dashboard to promote software builds and deployment environments across the development lifecycle.

- **Operations** is a consolidated runtime management console with fine-grain reporting and monitoring.