Allstream Hosted Collaboration Solution

In order to increase competitiveness and accelerate growth, organizations today are continuously looking for ways to enhance productivity and efficiency in every aspect of their operations, while striving to stay within their capital and expense budgets. These efforts can include the modernization of existing communications infrastructures and the enablement of employees with better collaboration tools for increased information sharing and instantaneous access to colleagues, partners, suppliers, customers and service delivery organizations.

Finding ways to improve the connections between people and streamlining access to the information they need to share is at the centre of improving business productivity. A collaborative work environment provides employees the opportunity to exchange ideas, quickly and efficiently participate in decision making, interact with geographically dispersed experts and team-mates, and influence and leverage each other's contribution to the overall success of the organization.

Introducing advanced communications and collaboration technologies into today's dynamic work environment can be, at times, a serious challenge in terms of the capital investment or expertise required to complete such a project all within a reasonable timeline. For that reason, many organizations are looking for innovative and effective communication and collaboration solutions that are affordable and can be easily deployed using existing IT resources.

Collaboration in the cloud

Allstream Hosted Collaboration Solution (HCS) offers a simple, quick and cost-effective approach to equipping your offices with the most advanced collaboration tools and applications available on the market.

Allstream HCS leverages the Cisco hosted Unified Communications and Collaboration portfolio to provide our customers with the same rich, enterprise-grade feature-set previously only available with Cisco's on-premises equipment. Delivered over the Allstream MPLS network, which integrates SIP trunking for PSTN connectivity, Allstream HCS offers a new, cost-effective delivery model for advanced UC applications. Allstream HCS provides a consistent, seamless, fully-managed and customizable user experience on any device within the enterprise, at home or across the globe – with the security, performance and reliability of an on-premises deployment.

"Global spending on public cloud services will approach $100 billion by 2016"[1]

Take advantage of highly scalable cloud-based services on demand:

→ **Bring added flexibility to all of your IT driven business processes, boosting productivity throughout your organization**

→ **Eliminate the need to maintain physical servers and costly supporting hardware and software**

→ **Build, use and pay only for the infrastructure and resources you need – when you need them**

Why?

IT's focus is shifting to service delivery as the demands and behaviours of workers shifts to accessing content and applications anytime, anyplace and on any device.
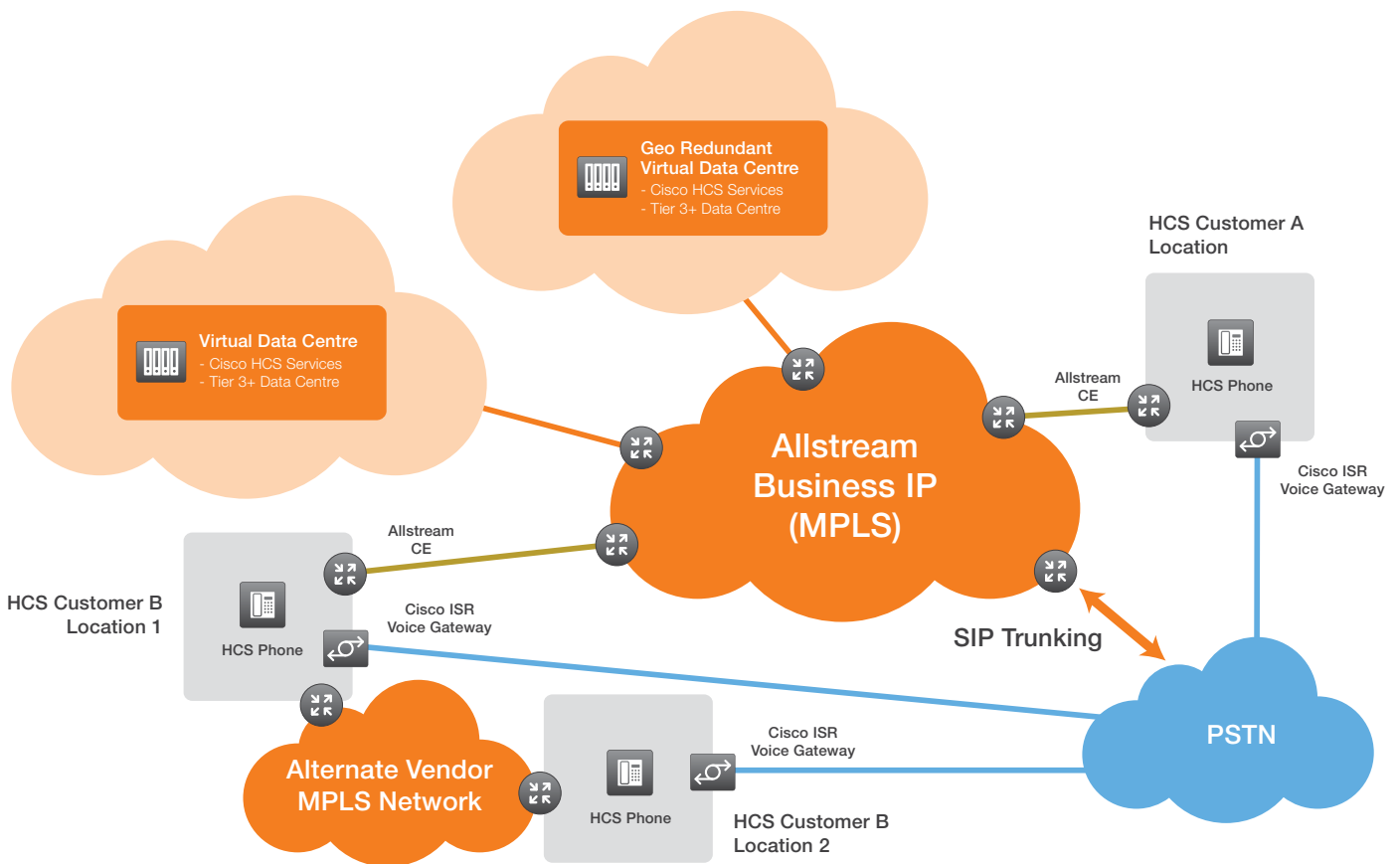
What?

The collaboration services you use today delivered from the cloud over our secure MPLS and SIP trunking network.

How?

UC delivered on the Allstream network over MPLS and SIP trunking allows for a consistent and seamless user experience. Each Allstream HCS customer is configured and deployed as an independent, fully-secured instance within the Allstream Hosted Collaboration Solution and benefits from full operational geo redundancy and flexibility. You get all the benefits of a premises-based solution, delivered from the cloud.

Flexible UC deployment models

The diagram illustrates the architecture of Allstream HCS. Customer A operates one business location while Customer B operates two sites connected with an MPLS network from an alternate vendor. Allstream includes the cost of the connectivity from the Allstream HCS hosting location to the Allstream SIP trunking network as part of the per user price (highlighted in orange). MPLS connectivity from the customer site to the Allstream HCS hosting location is engineered and priced separately.

Three levels of service to meet every need

To satisfy different customer needs or to accommodate different levels of service within the same organization, Allstream HCS is offered in three simplified bundles: **Basic**, **Foundation** and **Standard**, as identified in the chart below.

Features Included	Allstream HCS Bundles			Contact Centre
	Basic	Foundation	Standard	
Full Voice/Call Control	✔	✔	✔	Unified Contact Centre Express Premium seat
Unified Messaging	✔	✔	✔	
IM & Presence	✔	✔	✔	
Desktop Softphone		✔	✔	
Smartphone Client		✔	✔	
Devices (licenses*)	x1	x1	x10	
Voice Gateway	✔	✔	✔	
SIP Trunks & Data Transport	✔	✔	✔	
Self-Care Portal	✔	✔	✔	
Fully Monitored & Managed	✔	✔	✔	

*Sets are not included and can be purchased or financed separately.

Why Allstream

Expert and trusted advice

Adopting a Cisco based hosted collaboration solution from Allstream means taking advantage of Allstream's extensive experience in working with Cisco products and technologies. Allstream's ability to address customer needs while deploying Cisco communications systems and platforms has been recognized through our certifications as Cisco Gold Partner, Master UC Partner and Master Cloud Managed Services Partner.

Allstream's commitment to service excellence is evidenced by Cisco awarding Allstream with the Customer Satisfaction Excellence Gold Star for an unprecedented 11 consecutive periods.

Allstream was the first and is the most experienced communications provider in Canada certified by Cisco to deliver HCS solutions to businesses and government organizations. We have the expertise and the right people to help you deploy the best collaboration solutions for your business.

cisco Gold Partner

cisco Master Unified Communications Partner

About us

Allstream is the only national communications provider working exclusively with business customers. We focus on helping you simplify IT operations, improve productivity, maximize performance and manage costs. Our IP solutions are delivered on a fully managed, fully secure national network and backed by our industry-leading commitment to customer service: The Allstream Service Guarantee.

With decades of industry experience, a national presence and a team of manufacturer certified specialists, Allstream is your optimal choice for UC solutions. Our network designers, field technicians and engineers are experts in Avaya, Cisco, Mitel, Panasonic and other leading vendor technologies.

For more information on
Allstream Hosted Collaboration Solution,
please visit allstream.com/hcs

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