Telstra Adaptive Collaboration

Better collaboration in an evolving business environment

Empower your teams to work better together—and your organisation to meet changing business challenges, today and tomorrow.

In a business landscape that's constantly in flux, ensuring your organisation has the right tools to meet challenges head-on is critical—but without compromising your IT budget and your ability to respond to changing requirements.

Telstra's Adaptive Collaboration is a solution with your empowerment at its core. Delivered on the Cisco BroadWorks platform, it combines traditional voice telephony and unified communications (UC) features with simple self-administration capability, dynamic user control, and no upfront costs.

Adaptive Collaboration allows you to:

Establish users and perform service configurations for end users, phone, and numbers from a web-based management portal;

Empower your teams to securely connect, communicate, and collaborate with colleagues, partners, and customers wherever internet service is available[1]; and

Pay only for what you need[2], with the flexibility to scale up or down as needed.

Key features

Network access agnostic
Connect, communicate, and collaborate whenever internet connection is available.

Voice and video calls
Make voice and video calls, all from one platform.

Screen-sharing feature
Share and view presentations, documents, and more in real-time.

Self-service management portal
Configure and support services from a web-based portal. Includes initiating service cut-over of legacy services and rollback should an issue be encountered.

Simple user app
Webex for Adaptive Collaboration – a simple to use dial pad app for desk-top and mobile users. Expand your team's collaboration experience with optional advanced messaging and meeting features.

Advanced collaboration features
A range of call management features are available with the option to build your collaboration capability to meet your business needs with features including Auto Attendant, Call Centre (Basic), Hunt Group, Music on Hold, Receptionist client, Virtual Business Number and Webex for Adaptive Collaboration.

Choice of optional devices
Make the UC experience more effective and efficient for your users with optional IP handsets, devices, and hardware accessories, available for purchase or 24-month Hardware Repayment Option.

Consume the capacity you need
Optimise your network and save costs by consuming only the amount of capacity required for your users and to suit your business needs[3]. You may choose to dedicate each line to an individual user or share lines[4] across multiple users.

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1 Minimum of 100Kbps uncontended bandwidth per voice line in each direction is recommended to improve service voice quality.
2 You may add and remove certain features during the month but we will charge you for the highest number of each feature activated on your subscription during that month for the whole month. You will receive a new digital invoice for all charges associated with your Adaptive Collaboration service. You may receive a separate invoice for other products provided by Telstra.
3 A maximum of four users per voice line is recommended to avoid missed calls or inability to make outgoing calls.
4 You may choose either the individual or shared line type for each subscription, but not a combination of both.

Benefits

Simple, fast collaboration
Users can access their collaboration apps wherever internet connection is available. Setup is quick, too—you can be up and running within minutes.

Build the solution you need
Choose from a variety of features, hardware, apps, add-on packs, and optional services for the UC solution fit for your needs.

Take control
Your administrators have access to an intuitive, self-service management portal to easily establish users, configure, and support services, without depending on external schedules.

When migrating from older services, you choose when this will occur and rollback if problems are encountered. You're no longer dictated by our schedules.

Access in your hands
Adaptive Collaboration is also access-agnostic, so you can have more flexibility and control over your solution.

Pay only for what you need
You only need to pay for what's required*— scale up and down as required to fit your IT budget.

Capacity consumption fit for your needs
Select the capacity that's right for you with Adaptive Collaboration, allowing you to optimise your network and meet the needs of your organisation.
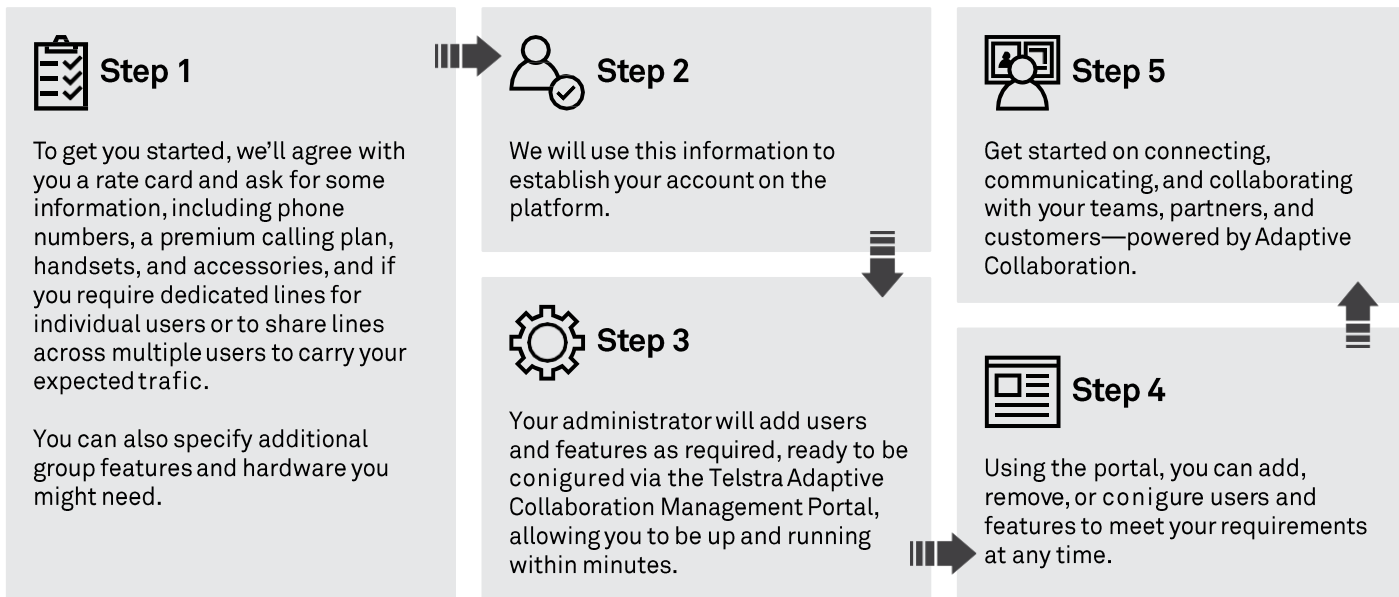
Delivered from a flexible, scalable, and cost-effective cloud
Adaptive Collaboration leverages our cloud infrastructure for a modular design construct to suit different customer needs under one simple offering.

* The number of each feature activated on your subscription at the start of each month is the baseline from which we track changes. You may add and remove certain features during the month but we will charge you for the highest number of each feature activated on your subscription during that month for the whole month.

How we deliver

Bringing in Adaptive Collaboration to empower your teams is simple, fast, and easy.

Step 1
To get you started, we'll agree with you a rate card and ask for some information, including phone numbers, a premium calling plan, handsets, and accessories, and if you require dedicated lines for individual users or to share lines across multiple users to carry your expected trafic.

You can also specify additional group features and hardware you might need.

Step 2
We will use this information to establish your account on the platform.

Step 3
Your administrator will add users and features as required, ready to be conigured via the Telstra Adaptive Collaboration Management Portal, allowing you to be up and running within minutes.

Step 4
Using the portal, you can add, remove, or conigure users and features to meet your requirements at any time.

Step 5
Get started on connecting, communicating, and collaborating with your teams, partners, and customers—powered by Adaptive Collaboration.

Discover how Adaptive Collaboration can empower your business.
Talk to your Telstra Account Executive.