

CLOUD COLLABORATION – CISCO POWERED

Enabling innovation, helping achieve better business outcomes

Is your organisation constantly facing increasing customer expectations, looking for new ways to stay competitive in a rapidly changing market, or needing to speed up decision making and become more productive and innovative?

Telstra Cloud Collaboration – Cisco Powered can help your organisation to support more agile workforces create flexible working environments and achieve better business outcomes.

Enabling new and innovative ways of working, Cloud Collaboration offers advanced collaboration technologies delivered from the secure Telstra cloud. We provide a full suite of rich voice, video, presence and IP communications tools on any connected compatible device – with a consistent user experience and business reporting capabilities. Our solution empowers you to effectively engage with your employees, customers and suppliers to improve productivity and time to market, and create unique customer experiences.

With Cloud Collaboration, you can rely on Cisco's leading collaboration platforms, together with our proven network strength, recognition as a trusted advisor and vast experience in designing, deploying and managing cloud collaboration solutions. In addition, we offer consultancy services to tailor the solution to your individual needs. This enables you to focus on your business priorities, while we provide end-to-end management and support.

The Solution



Business Benefits

Flexibility

Cloud Collaboration – Cisco Powered enables you to choose features and functions from multiple individual and shared worker type packages and scale dynamically to suit your organisation's needs. Multiple add-on options help you customize your solution even further. Hybrid deployment options give you the flexibility to have all or part of your collaboration services in the cloud. What's more, you can enjoy the convenience of predictable usage-based pricing with minimal upfront investment.

Agility

Support faster decision-making that can potentially increase your organisation's time to market and profitability. Our solution empowers your workforce to connect in real-time, from any connected compatible device, and many locations globally. This can drive more innovative work practices, deeper collaboration and closer customer relationships. High security standards like local data storage for your Australian business, plus built-in redundancy and disaster recovery helps protect you against the unexpected.

Responsiveness

Delivered from the secure private cloud, Cloud Collaboration provides a consistent and intuitive user experience enabling faster responses by leveraging our intelligent and globally connected networks and SIP Connect capabilities. We provide fast and reliable access through our fully integrated IP network and Telstra's footprint across Asia, Europe and the US – backed by our superior service level assurance.

Features and applications	Benefits
Telephony	<ul style="list-style-type: none"> • Features rich voice and high-definition video telephony solutions using your existing Telstra IP network service. • Easy-to-use, high quality functions to help improve and streamline accessibility and productivity. • Unified mailbox accessible via multiple devices putting messages at employee's fingertips.
Presence and Instant Messaging	<ul style="list-style-type: none"> • See at a glance who's available and on what device to save time and reduce missed conversations. • Quickly get in touch with colleagues.
Mobility	<ul style="list-style-type: none"> • Keep workers productive not only on desktops and laptops but also on the move via connected compatible smart phones and tablets with Cisco Jabber. • Enables mobile collaboration with access to voice, video, presence, instant messaging, desktop sharing and conferencing. • Employees can share their knowledge and skills at a moment's notice to drive innovation and faster decisions.
Video Conferencing and TelePresence	<ul style="list-style-type: none"> • With the simplicity of a single dial-in number bring multiple people and locations using different technologies to join the same meeting room with Multi-Party Video. • Go one step further with Cisco TelePresence® providing immersive video conferencing that helps make participants feel like they're sitting in the same room.
Web Collaboration and Conferencing	<ul style="list-style-type: none"> • With a fully integrated online collaboration and conferencing solution, participants can join on desktops, laptops, or mobile devices, letting them contribute, learn and share ideas from more places. • WebEx® conferencing solutions provide web-based video conferencing, shared meeting spaces, document sharing and instant messaging. • Cisco Spark, a team room based collaboration application can be used in conjunction with WebEx to provide an enhanced collaboration experience for agile team environments.
Borderless Collaboration	<ul style="list-style-type: none"> • Borderless Collaboration makes collaboration as simple, secure and effective outside the organization as it is inside. • Improve remote and mobile worker productivity by helping them collaborate effectively with no VPN required. • Enhanced consumer interactions through mobile and browser-based collaboration with the foundation for WebRTC-enabled endpoints.
Intelligent Routing	<ul style="list-style-type: none"> • Advanced attendant operator console that enables operators to deliver exceptional customer service. • Designed exclusively for Cisco collaboration platform, fully integrated into solution. • Manage and control your customer calls from your desktop, through an intuitive, user interface.
Cisco Devices	<ul style="list-style-type: none"> • Access to a full range of Cisco IP phones and video devices so you can choose the right devices for your workforce.

Cost-efficient, tailored Worker Types

We understand that your employees work differently and have different communication and collaboration needs, so we've created Worker Types to meet those requirements in the most cost-effective way. Each Worker Type has specific features and comes at a predictable price. All you do is selecting the Worker Types that meet your business needs.

Worker Type	Job Role	Communication Needs
Essential Worker	Traditional office workers who spend most of their time working on their desktop computer.	A complete range of the most commonly used call functions such as call forwarding/divert, on hold and transfer.
Office Worker	Predominantly desk workers who use a wide range of communication tools; they often support mobile workers or engage with customers.	Advanced call functions and voice messaging, video calling, web conferencing, Presence and Instant Messaging.
Information Worker	Workers who are deskbound the majority of their time; they require multiple devices and need advanced collaboration tools to be productive.	Advanced call functions and voice messaging, web conferencing, Presence, Instant Messaging and smartphones.
Mobile Worker	Workers who spend more time on the move than in the office, and who need to stay in touch wherever they are.	Seamless access to collaboration tools – voice, video, Instant Messaging, as well as contacts, calendar and applications across multiple devices and locations.

Shared Worker Type	Communication Needs
Analogue and basic phone	Offers basic telephony features designed as a solution for legacy devices such as lift phones, faxes, and analogue phones.
Meeting room	Integrate fixed devices that are shared by multiple workers in public spaces; for example, conference rooms.
Immersive video conference room	Add high-definition video conferencing to your solution and have it delivered from the Telstra cloud.
Shared space	A public working space that is shared by multiple workers; equipped with a fixed device. Offer a range of the basic telephony features, dial tone, call forward and ad hoc conferencing.

We take care of the technology for you

Cloud Collaboration – Cisco Powered helps to improve the way you work without the traditional hurdles of deploying and managing infrastructure. With our cloud platform, there's no need to budget for large capital expenses, ongoing upgrades or the skills to manage your systems. You can reduce lengthy lead times, avoid the complexity of deployment and potentially lower operating costs.

Instead, you can rely on our expertise to design a solution that fits perfectly with your collaboration requirements. Our consulting services assist you during the planning and design process ensuring a tailored solution that focuses on your business outcomes.

We'll not only deploy, integrate and manage the solution; we provide user training as well as 24/7 help desk support. We can also supply the Cisco handsets – or you can keep your current ones if you prefer as long as they are compatible.

Assurance and peace of mind

Backed by two of the most trusted brands, Telstra and Cisco, you are at the forefront of innovation and excellence. Cisco's advanced collaboration technologies are tightly integrated with our intelligent and reliable networks. Plus, we provide end-to-end service level assurances supported by 24 hour monitoring and management to help ensure everything works properly – all with the simplicity of one point of contact.

You can also expect very high standards of security. All Australian data is stored locally to international compliance standards to keep it secure and private. Since your communication traffic stays on-shore, it has a smaller distance to travel and is less vulnerable to exploits. In addition, you can depend on proactive management and the security of our world-class networks to keep your data confidential.

For customers opening up internationally, we protect your data by using dedicated server infrastructure housed in one of Telstra's accredited international data centres. For further peace of mind, full redundancy is offered through replicated servers as well as mirrored sites to keep operations going in the event of a disruption.

The Telstra advantage

Telstra/Cisco alliance

As Cisco's number one partner for conferencing and collaboration in Australia, we offer a depth and breadth of capability unmatched by our competitors. Our unique strategic partnership provides a shared vision, architecture and product roadmap, enabling us to deliver the latest collaboration features optimised for peak performance on our networks. Telstra's recent Cisco awards include the 2015 Cisco Global Partner Summit – Collaboration Architectural Excellence Award and 2015 Cisco Global Partner Summit – Marketing Innovator of the Year.

Experience and expertise

We have extensive experience in successfully delivering cloud collaboration solutions, with over 250,000 endpoints deployed in the last 10 years. We are recognised by the industry and hold multiple domestic and international awards as well as accreditations. However, we're more than just a technology vendor. Organisations large and small trust us as their expert partner to build innovative end-to-end solutions to drive business transformation spanning people, workplaces and technology.



Unrivalled networks

With the Telstra Next IP® network, Telstra Mobile Network, and our global IP networks, we offer a powerful, highly secure platform for connecting people and organisations to ensure peak performance for your collaboration services at all times. In addition, we're continually expanding our cloud collaboration service internationally, which is already being delivered across four continents and twenty-five countries.

About Telstra

We provide network services and solutions to more than 200 of the world's top 500 companies. They rely on us to do business across 240 countries and territories and to enable greater productivity, efficiency and growth.

Our solutions offer the best of all worlds – skilled people and a rich portfolio of services delivered on our world-class Telstra Next IP® network and Telstra Mobile Network. To ensure reliable performance, they're monitored and maintained from our dedicated centres using advanced management and operational systems. And they're backed by Telstra Enterprise-grade Customer Service® and one of Australia's largest and most qualified field and technical workforce.

 **contact your Telstra account executive**
 **call 1300 telstra**
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IT'S HOW
WE CONNECT

