Empower your business in the digital world through a unified collaboration experience
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As technology has evolved, business practices have changed, and the workplace is fragmenting.

Ensuring employee productivity has become more challenging in a world of disparate workflows, distributed teams and devices globally. Now everyone needs to work together as if they were in the same office – but how can you make it possible?

Telstra Collaboration Cisco (TCC) lets you keep up with the speed of digital business and enhance employee productivity by providing one core experience through a complete and unified suite of collaboration solutions.

Now you can help your people communicate across time zones and office boundaries to create one continuous work stream for a global workforce. And empower them to grasp every opportunity, increase staff and supplier engagement and enhance customer experience. All with simple, flexible and consumption-based cloud solutions tailored to your business.

A unified collaboration experience

Bring a new class of collaboration technologies and tools together in one place

Simple and intuitive way of work

Always video first, optimised for mobile/app/device, organised for speed, easy to use, scale, manage and secure

Backed by two of the best

Co-created by Telstra and Cisco – market leaders in innovation
### A COMPLETE COLLABORATION SUITE IN THE CLOUD

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The Telstra Advantage

Full integration across platforms, applications, devices and networks

Truly complete, unified collaboration to empower your business

To further enhance your collaboration experience, we have integrated our core HCS solution with Cisco Webex Teams and Webex Meetings via Cisco Webex Hybrid Services and Cisco Webex Cloud Connected Audio-Service Provider.

This is all underpinned by our global IP and SIP Connect networks with functionality natively integrated, giving you a consistent, high-quality experience.

You can now enjoy complete and integrated collaboration spanning presence, instant and persistent messaging, content sharing, calling, video conferencing and advanced meeting experience.
Benefits

Move fast and adapt
- TCC enables you to choose from a wide range of collaboration features and functions and scale dynamically as needed.
- Add-ons help you further customise your solution, while hybrid deployment options offers flexibility.
- You will enjoy financial flexibility through usage-based pricing with minimal upfront investment.

Act in the moment
- Improve productivity and decision making to increase your organisation’s responsiveness and profitability.
- Empower your workforce to connect globally in real time from any compatible device while providing a consistent and intuitive user experience.
- Drive innovative work practices, deeper collaboration and closer customer relationships.
- Offer the flexible work practices that today’s employees expect.

Reach global markets
- Delivered from the secure private cloud, TCC provides fast and reliable access through our integrated network footprint across Australia, New Zealand, Asia, Americas, Europe, the Middle East and Africa.
- It’s all backed by a Service Level Agreement of 99.99% and a consistent service experience.
- Exceptional security plus built-in geographical redundancy and disaster recovery help protect you against the unexpected.
Features and Applications

- Voice and Video Telephony
- Presence and Instant Messaging
- Persistent Messaging
- Mobility
- Webex Meetings – Web Conferencing and Collaboration
- Webex Meetings – Video Conferencing and TelePresence
- Borderless Collaboration
- Intelligent Routing
- Collaboration endpoints
Voice and Video Telephony

• Feature rich voice and high-definition video telephony solutions using QoS enabled network services globally.
• Easy-to-use, high quality functions to help improve and streamline accessibility and productivity.

Presence and Instant Messaging

• See at a glance who's available and on what device to save time and reduce missed conversations.
• Quickly get in touch with colleagues.
Persistent Messaging

• Cisco Webex Teams offers one-to-one and team persistent messaging and content sharing from secure virtual spaces accessed via the Cisco Webex Teams app.

• Spaces are multi-purpose, searchable and accessible from any device, anytime, anywhere. Content and communications for a team, project or topic can be easily organised.

• Conversations can be quickly elevated to a video call or face-to-face meeting with one click.

• This mobile-first experience empowers discussion, decision making, and faster work processes.

• Cisco Webex Teams is easy to secure with end-to-end encryption and moderator control over access to spaces. It can also integrate with the other tools and business processes.

Mobility

• Keep staff productive not only on desktops and laptops but also on the move via smart phones and tablets with Cisco Jabber or Cisco Webex Teams.

• Empower mobility with access to voice, video, presence, instant and persistent messaging, desktop sharing and conferencing.

• Share knowledge and skills at a moment’s notice to drive innovation and faster decisions.
Webex Meetings – Web Conferencing and Collaboration

- Cisco Webex conferencing provides web-based video conferencing, shared meeting spaces, document sharing and instant messaging. Meet anywhere, anytime, on any mobile device or video system to contribute, learn, share ideas and make decisions faster.
- Cisco Webex CCA-SP (Cloud Connected Audio – Service Provider) natively integrates PSTN and on-net IP voice for end-to-end Quality of Service for Webex meetings to reduce PSTN operational costs.
- Cisco Webex Teams can be used with Webex Meetings for more agile team collaboration. Or add Cisco Webex Teams to your HCS deployment for an integrated user experience.
- Cisco Webex Hybrid Services connect your HCS solution with Cisco Webex Teams. You can enjoy enhanced collaboration while protecting your investment and improving user experience.

Webex Meetings – Video Conferencing and TelePresence

- With the simplicity of a single dial-in number, bring together multiple people, locations and technologies to the same meeting room with Multi-Party Video.
- Engage within web conferences using video endpoints within Cisco Webex Meeting Centre video conferencing (formally known as Cisco® Collaboration Meeting Rooms).
- Go one step further with Cisco TelePresence® in Australia for immersive video conferencing that makes participants feel like they’re sitting in the same room.
- The Webex Board is a multi-point touch-based, 4K screen device to meet, screen share, and use digital whiteboarding. Enrich the way you work with HD video, high-fidelity audio, and automatic camera focus on the person speaking.
- Outfit any room with state-of-the-art video collaboration systems that connect to your Cisco Webex Teams service.
Borderless Collaboration

- Borderless Collaboration allows staff to be more flexible, work from anywhere and have a better work life balance.
- Improve remote and mobile worker productivity by helping them collaborate with no VPN required.
- Enhance consumer interactions through mobile and browser-based collaboration with the foundation for WebRTC-enabled endpoints.

Intelligent Routing

- Enable your operators to deliver exceptional customer service with our ARC Attendant Operator Console.
- Designed exclusively for the Cisco collaboration platform, and fully integrated into the solution.
- Manage and control customer calls from your desktop through an intuitive user interface.

Collaboration Endpoints

- Enhance collaboration and create a continuous workstream with a broad range of devices and systems.
- Choose endpoints to suit from Cisco IP phones and video room systems to web, mobile, and desktop clients.
- Your choice of accessories, including compatible headsets from leading providers – Jabra and Plantronics.
Why Telstra?

We offer a complete and fully managed Cloud Collaboration suite providing integrated voice, video and collaboration to simplify and enhance the way you work.

Wherever you are or aspire to be you can be assured of a consistent, high-quality experience.

This is made possible through integration of the Cisco platform with the secure Telstra cloud and our global IP networks with SIP Connect.

Ongoing innovation delivers the best and latest capabilities, and solutions are continually measured and optimised to ensure peak performance. All with the assurance of one point of expertise.
Cost-efficient features tailored to your users

We understand that your employees are individuals and have different communication and collaboration needs, so we've created perpetual and annuity licence models to meet those requirements in the most cost-effective and flexible way. Each subscription model has specific features and comes at a predictable monthly cost. All you do is select the right one that meets your business needs.

A simple Software-as-a-Service (SaaS) model enables you to bundle other Cisco collaboration services at a lower combined cost than by acquiring applications separately. It allows you to choose as little or as much as your business requires.

A trusted partner for your cloud journey

Let us help you get the most from the cloud and enable your people to work together across the office, across the street or across the world. Tap into our vast experience in designing, deploying and managing both cloud and collaboration solutions across multiple industries.

We'll assist you to transcend traditional communication barriers through one unified collaboration system and show you how to move to the cloud at your own pace with seamless integration for your existing tools. We'll provide the most advanced capabilities to create richer and more productive collaboration, with a solution that's simple to manage, secure, and easy to budget for.
The assurance of one point of expertise

Rely on our expertise to deliver a solution that performs smoothly from start to finish. Our consultants work with you to design a solution that fits perfectly with your collaboration requirements, and aligns with your overall business strategies.

Have the confidence of end-to-end service assurance supported by 24 hour monitoring and management to ensure everything works properly. And all with the simplicity of a single touch point.

You can also take advantage of a comprehensive range of end user equipment – from applications and devices to complete room systems. We can provide a range of user training programs to help your people maximise the value of their tools, and provide a better return on your investment.

High security and redundancy

Our entire cloud platform and core network products have ISO-27001 certification, the international best practice for security. For Australian-based communications, all data is stored locally to rigorous standards to remain secure and private. Since communication traffic stays on-shore, it has a shorter distance to travel and is less vulnerable to exploit.

Global businesses can be confident that their individual data sovereignty wishes are met and conform to in-country regulatory requirements. They also have the assurance of dedicated servers in Telstra’s international data centres. Six data centres are strategically located in Australia, Hong Kong, Singapore, United Kingdom and United States, with direct links to Telstra’s global network.

For peace of mind, replicated servers and mirrored sites deliver both high availability and geographic redundancy to keep operations going. In addition, you can depend on 24 hour monitoring and management and world-class security to keep your data safe.
Contact your Telstra account representative for more details

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