

Next-Generation Unified Communications

Cisco Solution Guide



Is outdated technology holding you back?

Today's workplace has transformed into a fluid environment driven by mobility and accelerated by the cloud.

On any given day, workers may be distributed across cities and countries around the globe. They want to work in the same connected way that they live, from any location, and with greater flexibility than ever before.

This, combined with growing expectations for "always-on" services, poses a challenge—especially to those businesses trying to get by on aging equipment.

Proprietary, hardware-based solutions don't typically work well with other vendor technologies and, chances are, they aren't cloud ready.

In addition, they tend to have high maintenance costs. Any growth or expansion requires costly add-ons that may or may not integrate well. And managing separate platforms for audio, video, and web conferencing creates yet another level of complexity with a disconnected solution.



Interoperability is required
for next-generation
collaboration.



Comprehensive,
end-to-end
encryption is critical.



Business agility
with cloud-based services
is the "new normal."

Unified communications for a new era

Design and deploy your solution, your way.

Cisco's open, flexible solutions are designed to adapt to your business needs, whether on premises, in the cloud, or a mix of both. Built for interoperability, these solutions can scale easily and still enable the level of secure collaboration you need.

And with Cisco Spark™, your workforce can connect in new ways. By bringing together physical and virtual workspaces, this app-centric, cloud-based service empowers team members to meet, message, call, create, whiteboard, and share as if they were in the same room.



Cloud-Based Services

Cisco Cloud Collaboration Services,
Cisco Spark, Cisco HCS

- Business growth rate is uncertain, so you want to remain agile.
- IT staff is limited, or you may want to free up existing IT resources for other projects.
- You want to shift from CapEx to OpEx spending, and the concept of a per-user, subscription-based pricing model is important.
- You need to quickly ramp up collaboration services in a new location.



On-Premises Solutions

Cisco Unified Communications Manager,
Cisco Business Edition packaged collaboration solutions (BE4000, BE6000, BE7000)

- You'd like maximum control with the full ability to customize.
- There is sufficient IT staff to maintain your own environment.
- Your industry has strict regulatory or compliance guidelines, or customer care is core to your business.
- Your CFO prefers capital expenditures that can be depreciated over time.



Hybrid Solutions

Cisco Spark Hybrid Services

- You want the flexibility to add some but not all cloud-based features.
- You want to continue benefiting from existing investments in on-premises applications.
- You're starting to transition to the cloud, but you're not ready to migrate completely.
- You've evaluated other hybrid offerings, but you're concerned that they wouldn't create a seamless, integrated experience.

Trust the industry leader

For most companies, telephony is still the foundation for business communication. However, in the new digital marketplace, people want additional ways to connect. Cisco leads in both areas, offering the most comprehensive collaboration solution available.

Cisco continues to lead the industry with investments in unified communications across on-premises, cloud, and hybrid solutions. With a full unified communications suite, you can gain the flexibility and scalability to take your business into the future.

- **More business options** – Choose from packaged business solutions for call control, or explore options for licensing, gateways, telephony extensions, and applications.
- **Flexible deployment models** – Choose the mix of on-premises and cloud services you want, and then combine meetings, messaging, and calling into a single subscription-based offer with the Cisco Spark Flex Plan.
- **Customizable solutions** – Simplify IT and pay for only the services you need, using the secure, as-a-service cloud model of Cisco® Hosted Collaboration Solution (HCS). Cisco Spark Hybrid Services lets you connect to on-premises or HCS capabilities with Cisco Spark capabilities in the Collaboration Cloud.
- **On-premises solutions** – Get maximum control with customizable, on-premises solutions using Cisco Unified Communications Manager and Cisco Business Edition packaged collaboration solutions (BE4000, BE6000, BE7000).



Find out more at [cisco.com/go/unifiedcommunications](https://www.cisco.com/go/unifiedcommunications) >

Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV
Amsterdam, The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices

© 2017 Cisco and/or its affiliates. All rights reserved. Cisco, the Cisco logo, and Cisco Spark are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, see the Trademarks page on the Cisco website. Third-party trademarks mentioned are the property of their respective owners. The use of the word "partner" does not imply a partnership relationship between Cisco and any other company. (1703R)