

Cisco Webex Calling

EFFICIENT AND EFFECTIVE COLLABORATION, ANYTIME, ANYWHERE FROM ANY DEVICE

Businesses today require an agile, feature rich collaboration solution that include not only calling, but meetings and messaging, all accessible from any device, any time any where. In a post pandemic world, video is the new voice with 1:1 or 1:many meetings, the collaboration application has become the focal point of our clients workday, and the cornerstone of the user experience. Open APIs enhance the experience through application integrations and bots... all of which allows our clients to streamline their workflow — impacting operational efficiency, cost reduction and client satisfaction. Using a comprehensive Collaboration solution to unify messaging, calling and meetings with a single user experience can help you to better serve your employees and improve productivity via effective collaboration.

Webex Calling is a proven cloud calling solution that delivers enterprise-grade calling, enabling you to replace your on-premises PBX network with a globally trusted cloud calling solution. Webex Calling easily extends to a complete collaboration experience that includes market-leading calling, meetings, messaging, contact center, and integrated devices for all situations. The Webex App, delivers the end user experience for calling, meetings and messaging, combined and integrated with an unmatched set of intelligent audio and video devices, delivers the functionality, quality, control, and security that enterprises expect and demand.

The employees who make up your workforce are and have always been the soul of the organization, the lifeblood of our operations and core to making everything work. Today's organizations are focused on effective collaborative work within and across teams to drive peak employee engagement and performance. Organizations around the world have cited that employee experience and wellness are the difference-makers in improving engagement, retention and productivity. Cisco's Webex platform provides the tools and unified experience to allow your employees to collaborate efficiently and effectively.

HOW THE WEBEX PLATFORM FACILITATES AN EXCELLENT EMPLOYEE EXPERIENCE

Webex Calling combines all the tools and modalities you need to make every interaction, from voice to video to messaging and beyond, a breeze.

The five key ingredients to Webex Calling capabilities include:

1. **Flexible** – Cisco is the only partner who supports on-premises, cloud, or hybrid deployments to keep our customers connected and productive from anywhere, providing an intuitive and practical path for your Cloud journey.
2. **User Experience** – Employees have a consistent and intuitive experience utilizing one application for calling, meetings, messaging, polling, and events delivering collaboration-enabled workflows.
3. **Enterprise Class Solution** – Webex Calling platform has a complete enterprise feature set, is available globally and inherently secure backed by Cisco's end-to-end security posture.
4. **Intelligent Devices** – Cisco's line of headsets, phones, personal and room based video endpoints integrate seamlessly across all modalities allowing users to collaborate with peers, customers and partners alike.
5. **Exceptional control** – One centralized and comprehensive administrative portal for the entire Webex platform including calling, meetings, messaging, contact center and devices delivering advanced analytics, troubleshooting and reporting for the entire suite.



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A FUTURE-PROOF INVESTMENT WITH IMMEDIATE SAVINGS

As a cloud-based subscription, Webex Calling offers the technological advances you need and the service you expect while minimizing upfront CAPEX. As a result, many customers report significant savings from streamlined customer care and reduced IT and agent labor costs. Plus, the return on investment is typically between 13 and 18 months.

Webex offers the same experiences for on-premises and cloud users, making the transition to Webex Calling and Webex Contact Center more intuitive for Cisco Unified Communications users.

WHAT MAKES US DIFFERENT

Presidio is a leading collaboration and employee experience systems integrator with reputation of delivering high quality collaboration and employee experience services across all industries and verticals. Presidio's deep expertise and proven design, delivery, development, and project management methodologies start with a focus on business outcomes. This allows our clients to leverage the art of the possible to holistically improve their citizen and customer journey. Our comprehensive approach to implementing solutions and the depth of our portfolio allows us to uniquely provide a flexible and secure contact center environment.

Our professional services engagement model is built on the following value factors:

- ◆ **Gathering** a deep understanding of our customer's business drivers
- ◆ **Defining** customer experience goals upfront
- ◆ **Initiate** a white-glove services with meaningful communication touch points
- ◆ **Creating** documentation tailored to the business users
- ◆ **Comprehensive** training for all operational roles
- ◆ **Ongoing** holistic operational and business level support

WHY PRESIDIO

Industry leaders and analysts recognize Presidio for our ability to solve client challenges as they move to the cloud. We attract best-in-class engineering resources with the experience and knowledge to get it done right the first time.



Our clients benefit from the following:

- ◆ Thought leadership across technologies
- ◆ Experience in architecting, implementing, securing, and managing any customer experience or cloud transformation needs
- ◆ Multi-discipline experts working in concert to detect and remediate potential vulnerabilities
- ◆ A deep engineering bench and broad technology services and solutions, including domain expertise and consistent deliverables

Close integration between design, delivery, and customer experience teams results in professionally implemented solutions for each client's unique needs.

PRESIDIO AND CISCO

Presidio partners closely with Cisco to power successful business outcomes for our joint clients. We understand that the cloud is only as powerful as the network that supports it, unified collaboration hinges on highly available applications, and security is paramount for any cloud or hybrid strategy. Hence, the powerful alignment between Presidio's complete lifecycle services and Cisco's best-in-class technology is the differentiator behind customers' ever-evolving digital transformation.

Contact Presidio today: www.presidio.com
