

COLLABORATION EXPERIENCES

Enabling The Collaborative Workplace Of The Future

Node4's market leading Collaboration Experiences provide a cloud platform for businesses to take advantage of a full suite of enterprise class Collaboration tools and applications.

This secure "as-a-service" cloud-based offering seamlessly integrates with Node4's carrier grade SIPLink service and is delivered across Node4's national MPLS network through its UK Data Centres. Our resilient infrastructure ensures that your customers receive industry-leading performance and disaster recovery.

The Node4 Collaboration Experiences are based on market leading technology, with a Cisco Powered HCS platform at its core.

Workplace Experiences: Provide an integrated voice, video, IM & presence, voicemail & integrated messaging, and mobility application suite.

Customer Experiences: Add multi-channel customer contact, call recording and compliance solutions.

Meeting Experiences: Provide web, audio and video conferencing, utilising Cisco WebEx, and next generation messaging and meeting applications via Cisco Spark.

KEY BENEFITS



FINANCIAL

Predictable Costs

Costs with a user-based subscription model are more predictable, helping customers with budgeting, scale and cost control. As an OPEX solution, your customers pay only for what they use.



IT FLEXIBILITY

Expanded Features

Node4's platform has an extensive suite of fully tested, integrated features, allowing you to deploy only what you require, such as BYOD, without costly IT projects and testing.










STRATEGIC FOCUS

Risk Mitigation

With extensive security expertise, SLA's and operational excellence, your customers can focus on delivering ROI benefits rather than keeping the technology operating.

Evergreen Platform

Our solutions are updated frequently to ensure your customers benefit from latest technology advances, allowing them to focus on core business outcomes.

 Cloud Delivered Collaboration Experiences		
<p>Workplace Experiences</p> <p>Unified Communications & Collaboration Applications</p> <p>Operations, Security & Data Sovereignty</p> <p>Resilient, Virtualised Cloud Platform</p> <ul style="list-style-type: none">  SIPLink  Professional Services 	<p>Customer Experiences</p> <p>Customer Contact</p> <p>Omni-channel Contact Centre</p> <p>Call Recording & Compliance</p> <ul style="list-style-type: none">  SIPLink  Professional Services 	<p>Meeting Experiences</p> <p>Meetings, Conference & Messaging Applications</p> <p>Web, Video & Audio</p> <p>Next Generation Meeting & Messaging Applications</p> <ul style="list-style-type: none">  SIPLink  Professional Services




For more information on Collaboration or other products and services we offer please call our Sales Team today: 0845 123 2222 or email us: info@node4.co.uk



Key Features

- User based feature choices depending on the needs of the end user.
- User portal - putting the customer in control of how they manage their calls.
- Free calls between customer sites set up on the Node4 Collaboration service.
- A choice of UK geographic and mobile bundles that give customers value for money on chargeable calls.
- True secure data separation as required by customers who require security compliance - the platform is built into a secure, single tenanted caged area in Node4's Data Centres located at Northampton or Leeds.
- Disaster Recovery built in as standard - ensuring secure resilience is provided as part of business continuity.
- Delivered as an OPEX financial model.

Collaboration User Experience Packages

Feature Matrix	Express	Professional	Professional+	
Number of Devices	1	1	10	<p>Professional+</p> <p>For the mobile knowledge worker, working from a variety of devices</p>  <p>Professional</p> <p>For the office based knowledge worker, using voice/video from either a phone or soft client.</p>  <p>Express</p> <p>For the support worker or common space using a basic phone and IP Telephony.</p> 
Deskphone or softphone?	Entry level Devices	✓	✓	
Video (subject to device support)		✓	✓	
Cloud Redundancy	✓	✓	✓	
SIPLink Trunks	✓	✓	✓	
Voicemail and Integrated Messaging	Optional	Optional	✓	
Jabber IM & Presence	✓	✓	✓	
Jabber Call Control (Desktop/Mobile client)		✓	✓	
Mobility		✓	✓	
Single Number Reach		✓	✓	

User Experience Device Options

The user Experience is key to the success of new Collaboration Experiences. The Node4 Collaboration Experience provides a second-to-none user-centric platform, with easy to use, consistent interfaces that have been designed with the user in mind.

For ease, Node4 have a simple 2-step process to get the best user experience and business value:

1. Choose the user profile that delivers the features you need (Express, Professional, Professional+)
2. Choose the device that supports your work style.

Rooms

- SX Series Codecs
- MX Series Room Systems

Desktops

- 7800/8800 Series IP Phones
- DX Series
- Legacy Cisco IP phones
- 3rd party SIP phones

Mobile & Apps

- Cisco Spark™
- Cisco WebEx®
- Cisco Jabber®