

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 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

✓	<p>Financial Predictable Costs</p> <p>Costs with a user-based subscription model are more predictable, helping customers with budgeting, scale and cost control. As an OPEX solution, customers pay only for what they use.</p>
✓	<p>IT Flexibility Expanded Features</p> <p>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.</p>
✓	<p>Speed</p> <p>Fast to deploy with the ability to easily switch on features you need.</p>
✓	<p>Strategic Focus Risk Mitigation</p> <p>With extensive security expertise, SLA’s and operational excellence, customers can focus on delivering ROI benefits rather than keeping the technology operating.</p> <p>Evergreen Platform</p> <p>Our solutions are updated frequently to ensure customers benefit from latest technology advances, allowing them to focus on core business outcomes.</p>

For more information on Collaboration Experiences or other products and services we offer please call our Sales Team today on 0845 123 2222 or email us at 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.
- 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.
- A choice of UK geographic and mobile bundles that give customers value for money on chargeable calls.

Collaboration User Experience Package

Feature Matrix	Express	Professional	Professional+	
Number of Devices	1	1	10	Professional+ For the mobile knowledge worker, working from a variety of devices 
Deskphone or softphone?	Entry level Devices	✓	✓	
Video (subject to device support)		✓	✓	Professional For the office based knowledge worker, using voice/video from either a phone or soft client. 
Cloud Redundancy	✓	✓	✓	
SIPLink Trunks	✓	✓	✓	Express For the support worker or common space using a basic phone and IP Telephony. 
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®

N4EPMS Encryption

Comprehensive

Complete disk encryption as well as specific file and folder security. Removable media protects data on CD, DVD and USB storage.

On The Fly

Text and clipboard encryption.

Compatible

Plug-In for Outlook email client provided email encryption for mail in transit.

Protect

Protects laptop computers against loss or theft.

Centralised Management

SOC

Our real-time web based dashboard gives you visibility of everyday network security issues providing clear information on threats and the ability to control endpoint issues, all from inside our secure SOC.

Policies

Apply custom or template policies for specific device or departmental requirements.

Reports

Customers can choose from pre-defined monthly reporting or specify custom reports.

Triggers

Node4 can define specific tasks to activate once triggers are set.

Tasks

Node4 can define various security related tasks for customers.

Cost Effective

OPEX Monthly

No expensive capital outlay, simple fixed monthly rental cost.

Scalable

Add systems and assets to your service as you grow.

Low Investment

Select initial services and add features when required.

Experts on Hand

Compliment your team by utilising our expert Security consultants as part of your security strategy.

Risk Mitigation

Visibility

Aggregated event data from disparate systems and devices provides a comprehensive overview, graded for risk and interpreted by our Security Service consultants for our customers.

Control

Providing security analytics to event data in real time for the early detection of targeted attacks and data breaches, and to collect, store, analyse and report on log data for incident response, forensics and regulatory compliance.

Regulatory Compliance

Reportable

Reports on alarms, estate assets, system availability, trends and performance.

Compliance

Reports are available to support specific compliance requirements such as PCI DSS 3.1, HIPAA, FISMA, ISO 27001 and SOX

Asset Control

Track alarms on assets for security events and vulnerabilities maintaining a valid inventory.