

Unified Communications

Seamless collaboration, delivered with the flexibility and cost benefits of a cloud service

On-premise collaboration solutions take time and money to maintain. They can also limit your ability to meet the changing needs of your users and business.

Users are increasingly expecting to access collaboration and productivity tools, wherever they are, whatever device they're using. Plus your business is competing with others, who are operating on cloud-based models and spinning services up and down, to quickly respond to demand. Are you equipped to keep up?

Collaboration, delivered with the benefits of a cloud service

With our Unified Communications solution, you can enable effective collaboration throughout your business, while gaining the financial, operational and strategic benefits associated with cloud services. Our solution gives you access to a full suite of enterprise-grade collaboration tools and applications, on a Cisco-verified cloud platform.

How our Unified Communications Solution works

Being a secure 'as a service' offering, everything's included – backend systems, collaboration applications, devices and ongoing management and support. Our cloud-based collaboration platform integrates with our carrier grade SIPLink service, and is delivered across our national MPLS network through UK data centres.

Enterprise-grade collaboration tools

Bring the best collaboration tools to your users, choosing and managing applications from a single user portal. Features include:

- Voice
- Video conferencing and online meetings
- Web/online conferencing
- Instant messaging (IM) and presence
- File sharing and transfer
- Mobility
- Customer contact
- Call recording and compliance solutions

Key Benefits

✓	Predictable costs Shift to an OPEX model, paying on a per user/per month basis so that budgeting, costs and scaling remain within your control.
✓	More flexibility Meet your business' changing needs, quickly scaling by adding or removing users, or even trialling new applications.
✓	Greater productivity Access a full suite of enterprise-grade collaboration tools, including applications for remote working.
✓	Resilience Remain 'always-on', thanks to our robust SLAs, technical expertise and enterprise-grade infrastructure, 100% controlled by us.
✓	Full management Leave maintenance, management and support to us, so your IT team is free to focus on strategic objectives.
✓	Evergreen solution Frequent updates give you access to Cisco's latest technologies, bringing operational and competitive advantages.

Your choice of devices

Ensure the best user experience, equipping your workforce with the devices they need to get their jobs done. From deskphones and softphones, to Cisco Webex Boards and other meeting room equipment, the choice is yours.

For more information on our Unified Communications Solution or other products and services we offer please call our team today on 0115 748 8000 or email us at hello@n4engage.co.uk.

Extensive security

Ensure your business, employees and customers are protected, with end-to-end security:

- With ISO27001 certified data centres and Cisco CMSP accreditation for our Unified Communications Solution, you can be sure our infrastructure meets the highest security standards.
- Our Unified Communications Solution is containerised, with applications that are unique per customer and built on secure virtual machines (VMs).
- The platform is built into a secure, single tenanted, caged area in our data centres, ensuring true data separation for customers who require security compliance.
- Built-in Disaster Recovery means that your operations remain resilient, in the event of data loss or cyber threats.
- Cisco's collaboration applications encrypt data streams from end point to end point, plus you can set risk-based policies and see user activities.
- Force PIN-lock and remote wipe compromised mobile phones.

Why N4Engage?

- Over 15 years' experience selling Cisco products.
- Cisco CMSP accredited for Unified Communications.
- Agnostic approach, working with a variety of vendors.
- Commitment to personalised delivery.
- Connectivity across our owned and operated MPLS network.
- Secure infrastructure, including ISO27001 certified data centres.
- Next-generation cloud and hosting solutions expertise.

Why Cisco?

- A leading brand in Unified Communications and Collaboration.
- Gartner Magic Quadrant leader in UCaaS.
- Heavily invested in R&D, bringing the latest technologies to customers.

Feature Matrix	Express	Professional	Professional+
Number of Devices	1	1	10
Deskphone or softphone?	Entry level Devices	✓	✓
Video (subject to device support)		✓	✓
Cloud Redundancy	✓	✓	✓
SIPLink Trunks	✓	✓	✓
Voicemail and Integrated Messaging	Optional	Optional	✓
IM & Presence	✓	✓	✓
Call Control (Desktop/Mobile client)		✓	✓
Mobility Single Number Reach		✓	✓

Professional+

For the mobile knowledge worker, working from a variety of devices



Professional

For the office based knowledge worker, using voice/video from either a phone or soft client.



Express

For the support worker or common space using a basic phone and IP Telephony.



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