



TetraVX

For more information, visit tetravx.com or email us at info@tetravx.com

Collaboration: From On-Premise to UCaaS with Cisco

cVX
Powered by Cisco

TetraVX's cVX offering is a hosted Cisco Unified Communications solution built with your business objective in mind. Get market-leading features such as call control, communications gateways, and applications delivered to you in the cloud. Whether you need to control costs, improve productivity, or boost innovation, cVX has everything you need and want in a cloud phone system.

What really is Unified Communication-as-a-Service?

Considering how dramatically cell phones have transformed communication, it is surprising that corresponding corporate telephony systems have yet to achieve the same global saturation. However, the burgeoning Unified Communications as a Service (UCaaS) industry is reducing costs, improving security and offering businesses the reliable, scalable communication and collaboration tools, like Cisco Spark, they need to remain competitive in a global marketplace.

What is UCaaS?

The UCaaS system manages all of your corporate communications – including voice, video, audio, and any combination thereof – over the Internet, providing a significant improvement over existing traditional and digital telephone communications.

Old-style circuit-switched systems provided relatively secure communications, but their wired, land-locked technology was expensive to install and use. These systems are rapidly becoming obsolete as digital telephony options become widespread. Conversely, today's wi-fi and cellular networks improve communications by eliminating costly hard wiring and freeing employees from their desks. However, most of these systems pose security risks as interlopers can easily eavesdrop on communication.

Consequently, the UCaaS industry emerged to combine the security benefits of traditional phone systems with the flexibility and scalability of technological programming. UCaaS extends the telephone opportunities offered by the first digital phone service – VoIP (Voice over Internet Protocol) – by adding additional collaboration and communications tools to the digital communications system.

How UCaaS Benefits Companies

Perhaps the biggest advantage of UCaaS programming is that it is available from third-party vendors, so enterprises avoid costly technology investments by simply signing up for the service. But that is not the only perk your company will experience with its new UCaaS system.

The majority of today's myriad communication tools are stand-alone programs, each offering distinct capacities unrelated to the functions of the others. Workers who use more than one are often juggling to keep data collected as it streams in from the various services. An effective UCaaS eliminates the difficulty by collating all communications tools into a single portal that captures data from every source of communication. The resulting coordinated communications capacity reduces time wasted searching for or sorting information.

Especially if your enterprise has teams spread out across an office, a region or internationally, unified communication and collaboration capacities seamlessly connect each with the work of the others. UCaaS conferencing gathers employees into a single digital forum where they can work together, regardless of where they are in the world.

Most importantly, when internal communications systems are flowing smoothly, the organization will be moving forward faster, too. The UCaaS acts as the conduit that facilitates enhanced productivity, offering better business outcomes and improved corporate agility. The tools provided by the right UCaaS solution can reduce the costs of your organization's communications while improving your overall company productivity.

The Challenges of Moving to UCaaS

Achieving unified communication is an important part of any business. Whether you have a dozen employees or a thousand, you need infrastructure in place that allows the users and teams within your organization to communicate effectively and efficiently with each other. You may already have an on-site infrastructure in place, but it may be difficult to maintain as your needs change, new people are added, and software releases new updates.

At first, moving your unified communication structure to a cloud-based service might seem like a double-edged sword. On the one hand, it is certainly appealing remove some of the pressure on your IT department and hand off the responsibility of keeping everything running and well-maintained to experts in the field. On the other hand, doing so might feel like you are losing control over your system. Some services keep you locked into a single client on their terms. If the service you choose

has poor quality, they may not understand how best to adapt their infrastructure to your specific needs, leaving you with an inefficient unified communication product.

In spite of these concerns, a well-executed implementation should offer you strong peace of mind. A good Unified Communication as a Service (UCaaS) provider can scale up or down as your communication needs change. It should also give you a choice between keeping servers on-site and managing them with you or on your behalf or taking that responsibility on themselves entirely, so you do not need to worry about any on-site security or disaster recovery issues. The very best UCaaS service should offer a Bring Your Own Device plan (BYOD) to allow you to use any combination of devices and client programs specific to them, giving your employees a professional, relaxed means of communicating with each other.

TetraVX's UaaS offering includes all the best practices for cloud-based unified communication. We can work with servers you own, on-site at your location or ours, or we can host servers entirely as a subscription service. We understand that migrating from a legacy system to the cloud can be a difficult and complex process, and we are prepared to make that transition with you in the way that works best for your company, including a hybrid transition state if needed. Contact us for details on how we can help make your unified collaboration and communication experience with Cisco more scalable for your business.

How the Cloud Bridges the Unified Communication Complexity Gap

Enterprise communications can be summed up in two words: complex and expensive. To support collaboration at the enterprise level, it's crucial to have the right solution. However, often the right answer is a combination of solutions. There are so many choices when it comes to unified communications (UC). UC encompass all forms of communication, including phone, email, video conference, Web chat, texting, and more. And because communication and collaboration are critical parts to your overall business efficiency, you'll need a solution that is reliable, easy to manage, and flexible enough to adapt to your business's evolving needs.

You must also keep in mind that the most efficient form of communication may be different for each employee. Offering workforces a range of options can ensure that every member of the company can communicate at his or her best. In an ideal world, UC solutions enable this kind of collaboration by connecting any device, anytime, anywhere to match the right people and teams with the right ideas at the right time. The reality is that manufacturers create vertical stacks of collaborative technologies with their proprietary workloads requiring properly certified devices with the proper licensing, most likely on a switching layer, they may have sold you. This practice forces single vendor collaboration in a multi-vendor reality, impeding the organization's ability to balance collaboration and expense.

In our years of delivering UC and cloud solutions, we understand the difficulties companies face when it comes to unified communications. However, today's market is no longer limited. There is now a broad range of cloud-based UC offerings that address the complex, wide-reaching needs of businesses.

Communication-as-a-Service

There is an alternative. Unified Communications-as-a-Service (UCaaS) is a delivery model in which a variety of communication and collaboration applications and services are outsourced to a third-party provider and delivered over an IP network. The potential of the cloud enables you to not only select the proper application and applications for your business but also provides the ability to move workloads from expensive and resource intensive capital investments to a more fluid consumption based model dependent on current needs and requirements.

Why Cisco Collaboration?

So how do you bring all the features and capabilities you want together in an easy-to-manage UCaaS environment? The answer lies in a solution like Tetra VX's xCV solution that provides UCaaS Services around a Cisco Collaboration deployment. TetraVX is a platform that helps unite and unlock the potential of collaboration platforms in either a cloud or hybrid environment. With Tetra VX, powered by cloud management platforms like CloudHelm, you can create UCaaS strategies that best fit your team in an environment that is reliable, flexible, and cost-effective.