

TELUS Cloud Collaboration

Collaboration capabilities via the cloud, for business

Unified communications and collaboration are changing the way we work. Your employees can collaborate whether they're separated by a cubicle wall, a city block or the entire country. Everyone in your business can be available to anyone who needs them, any time. Employees can be more effective, more efficient and more productive. You can improve your competitive advantage by providing a better customer experience and you can develop a stronger business continuity plan. Best of all, you can achieve all this with reduced capital expenditure thanks to TELUS Cloud Collaboration, powered by Cisco.

All the features and benefits of collaboration, now in the cloud

TELUS Cloud Collaboration maximizes employee productivity by giving you cloud-based access to the latest unified communications and collaboration features, on the latest infrastructure, using the latest Cisco applications and services. Whether you have thousands of employees or as few as fifty, TELUS Cloud Collaboration can help you avoid the cost and complexity of having your own on-site system.

Start with:

- **Voice and Video:** Be available to colleagues and customers; use video to enhance your interactions
- **Voicemail and Integrated Messaging:** Never miss an important call; messages are centrally deposited to one message box for ease of management
- **Presence and Instant Messaging:** Know when your contacts are available; reach them quickly and securely via the convenience of Instant Messaging
- **Cisco Jabber:** Be productive from anywhere, anytime across any device (including Android, Windows, Mac OS, or iOS) collaborating via your choice of voice, video, presence, instant messaging and other add-on services like WebEx conferencing.

Add your choice of:

- **Contact Centre Applications:** improve your customer experience with best in class contact centre features such as skills based routing, enterprise-grade IVR, real-time reporting and more
- **WebEx Meeting Centre and Cloud Connected Audio:** further increase efficiency by empowering geographically dispersed teams to communicate and collaborate better. Set up online meetings, webinars, create a personalized meeting room, share desktops and collaborate in real time, quickly and conveniently without the need to physically be at the same location
- **Attendant/Receptionist Console:** answer every call professionally

Plus:

TELUS Cloud Collaboration gives you access to an easy to use self-serve portal for adding new users quickly and simply. The service includes PSTN connectivity and 24/7 management and maintenance services to deliver a true Cloud solution.

TELUS proactively monitors, optimizes and manages your Cloud Collaboration services and equipment, which allows your IT personnel to focus on your core business, rather than dealing with system issues, patches, upgrades and support.

Three pre-defined packages and per-seat monthly billing help ensure that the service meets your unique business needs and offers predictable pricing that does not burden your cash flow.

Benefits Include:

- **Financial:** Simplify accounting by leveraging a cloud based solution with lower upfront costs and a predictable monthly fee per user
- **Productivity:**
 - Increase your productivity by leveraging Instant Message & Presence, as well as Audio, Web & Video Conferencing applications, which help your employees reduce travel, be able to collaborate from anywhere at any time and be more reachable & responsive to customers.
 - TELUS Cloud Collaboration is a fully managed solution, which frees up your IT resources to focus on your business priorities.
- **Technology:** Using the cloud reduces technology risks and simplifies management by:
 - Ensuring your solution is always current, with the latest applications and services
 - Offering quick and easy deployment across multiple users and sites
 - Providing the ability to ramp up fast, adding new users whenever you need to
 - Delivering your employees the ability to collaborate anytime, anywhere, on any device
- **Business continuity:** Gain peace of mind knowing that two geo-resilient data centres support your solution and ensure network resiliency. In addition, applications offer High Availability, making your solution even more robust.

Why TELUS for Cloud Collaboration?

- **An Integrated solution:** Let TELUS round out your Unified Communications and Collaboration experience with Contact Centre Applications, Cloud Conferencing and Cloud Connected Audio
- **Award winning network:** TELUS has invested billions of dollars in its wireless network which resulted in winning Canada's fastest mobile network, download speeds and overall network performance awards
- **Complete experience:** TELUS offers a full telecommunications experience, with mobility, network, security and managed services to go with your unified communications solution
- **A Fully Managed solution:** TELUS fully manages TELUS Cloud Collaboration 24/7 allowing you to offload all your hardware and software monitoring and management to experts

TELUS is able to provide customers with a world class experience and is:

- #1 in Canada: TELUS has been ranked the number one provider for hosted unified communications in Canada according to Michael Sone Associates
- #1 Cisco Collaboration Partner in Canada and Gold Standard partner

With TELUS Cloud Collaboration, you can take advantage of the global success of Cisco's Hosted Collaboration Solution (HCS) platform.

More than 5 Million users globally rely on the Cisco HCS platform daily, across the globe. Every day, Cisco proves its commitment to the cloud and our Cisco-based solution promises you:

- A full featured collaboration suite with one architecture, the latest software, features and applications
- Flexible deployment, allowing you to choose a variety of options to suit your business needs
- A comprehensive management system that improves fulfillment, self-care and assurance
- The optimal collaboration experience, with pervasive security and simplified operations supporting adoption



Select from three flexible packages based on your business needs

Feature	Description	Basic	Enhanced	Advanced
Basic Call Control	Make and take phone calls	✓	✓	✓
Full Voice/ Call Control¹	Basic call control feature, plus easily switch calls between mobile and office phones, conference in other users for improved efficiency.	✓	✓	✓
Desktop & Mobile App Access	Can be used on any computer, Android, or Apple device ¹ allowing you to access your TELUS Cloud Collaboration capabilities from nearly anywhere.	✓	✓	✓
Single Number Reach	Calls dialed to your number can ring up to four phone destinations simultaneously so you never miss an important phone call with unanswered calls forwarded to your voice mail	✓	✓	✓
Unified Mobility	Use almost any device (or your office phone which is automatically configured with your extension number and personal settings) to get your phone calls and messages from anywhere	✓	✓	✓
Messaging & Voicemail	Access your voicemail messages anytime and anywhere from an IP phone, mobile phone, tablet, Web browser, email or desktop client such as Cisco Jabber. You can also choose to have your voice messages transcribed and delivered to your email inbox	✓	✓	✓
Video Conferencing	Video conference with another caller (from your computer or most devices), to benefit from enhanced interactions		✓	✓
PC Softphone	Get Unified Collaboration features on your PC through a desktop Softphone which comes with an intuitive interface, integrated directories and more		✓	✓
Number of Devices	Connect the device(s) of choice: desk phone, tablet, smartphone, etc. The advanced package allows up to 10 devices to be connected.	1	1	10
Full 24x7 Management & Support²	Management and support for applications and on premise equipment	✓	✓	✓

For more information on TELUS Cloud Collaboration connect with us today by calling **1-877-710-0404**, by visiting telus.com/cloudcollaboartion or contact your TELUS Sales Executive.



(1) Additional charges may apply for Blackberry or Windows integration (2) VITLcare Cloud support and maintenance services apply on the TELUS Managed Router/Premise Gateway only - additional charges apply for support & maintenance on LAN and phone sets. NOTE: In order to support fax machines and analog phone lines, seats are available at a lower price point. Please ask your Account Representative for more detail. © 2018 TELUS. 18_00315