Communications Collaboration Services

What does today's collaboration do for you?

In today's economy, mere communication is not enough. You must be able to collaborate with customers, co-workers, partners and other global strategic resources anytime day or night. Yesterday's tools just aren't good enough anymore.

Effective collaboration has become critical in a complex work environment where employees are geographically dispersed, travel budgets have been scrutinized and slashed, and information overload is considered normal. Organizations are meeting these challenges with new collaboration solutions from OneNeck® IT Solutions and Cisco® that allow you to:

- Quickly form teams across corporate boundaries, companies and continents.
- Provide customers with instant access to company experts and decision makers.
- Effectively share the most relevant business information with customers and strategic partners.

With these solutions you can improve customer satisfaction, streamline interactions, encourage innovation, make better decisions faster and increase your overall responsiveness.

Looking at Collaboration in a New Way

Technology enhanced collaboration is not new, but traditional text and voice-centric forms of collaboration cannot address today's challenges by themselves. Global value chains, the ever increasing access to data, more mobile workforces and IT consumerization require new collaboration capabilities that are more robust, flexible and personal.

At OneNeck, we believe that to thrive in this new environment, the scope of collaboration must broaden. It must combine traditional collaboration tools – email, instant messaging, team workspaces and conferencing – with voice, video and context in away that matches the individual needs and each specific situation. In other words, collaboration must evolve in five distinct areas:

- **Information:** Collaboration must build upon single-threaded, asynchronous communications, adding multithreaded communications that take place in real time over a wide range of devices, applications and media.
- **People:** Collaboration must extend beyond corporate boundaries to include people and teams throughout the global value chain.
- **Communities:** Networks must evolve from static, predefined connections to dynamic connections that enable the ad hoc and flexible creation of teams instantaneously.
- **Context:** Instead of the model in which you find information and people, the need for relevant, real-time information is moving us toward a model in which these things find you. It's all about context – the right time, the right people, the right place and the right resource.
- **Security:** The traditional exclusive firewall security models must shift to security models that are selectively inclusive of authorized people outside the organization.

OneNeck Delivers Cisco Collaboration Solutions

Cisco collaboration solutions address the complexities of today's workplace. They improve and accelerate interactions among people, enabling teams to form more quickly and helping people access relevant business information in real time.

OneNeck's open and interoperable approach allows you to integrate existing and new collaboration technologies.

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Enhanced collaboration can have a demonstrable impact on the effectiveness of key business processes that depend on connecting multiple teams and decision makers in multiple locations across multiple networks.

The New Collaboration Experience

- Build trust and accelerate decision making with rich, real-time interactions that include IP communications, web conferencing and TelePresence.

- Connect the right people with the right information at the right time with enhanced presence information that includes instant messaging, email, voicemail, IP phone, mobile phone and video.

- Accelerate team performance with easy-to-use applications that provide enterprise-grade security, availability, QoS and reliability.

- Share information and ideas with confidence across companies with secure collaboration tools within and across organizations.

- Make the most of IT investments with interoperability between a wide range of devices, applications and solutions.

Our open and interoperable approach allows you to integrate existing and new collaboration technologies and can be deployed in multiple ways.

- On-premises, working with existing infrastructure

- On demand, using hosted Software as a Service (SaaS)

- Through a blended approach that works together seamlessly

Solutions can be deployed in any order at a pace that fits with your business objectives and budgets. Collaboration systems deployed by OneNeck include:

- **Conferencing:** Take advantage of a wide range of voice, video and web offerings with on-premises and on-demand conferencing solutions. Extend the reach of your workforce with advanced audio, web and videoconferencing capabilities that are compelling, productive and cost-effective.

- **Customer care:** Promote true customer intimacy, satisfaction and loyalty with IP contact center solutions that connect customers with the information, expertise and support they need at the times, and places they need it, in exactly the manner they want it.

- **IP communications:** Boost productivity with a full suite of IP communications solutions, advanced media and collaborative meeting endpoints. Extend consistent communications services to employees whether they work in the home office, at branch offices or are one of your company's road warriors.

- **Messaging:** View real-time information from standards-based presence systems. Communicate within and between companies using enterprise instant messaging (IM) from the cloud or on your premises. Evolve your email solution with hosted email that's highly secure, economical, integrated into your desktop environment and ready for your future collaboration environment. Unified messaging solutions enable employees to access and deliver messages anywhere on any device using email, IM and voicemail. Enhance flexibility with on-premises, SaaS and blended deployment models.

- **Mobile applications:** Increase mobile employee productivity and responsiveness to customers while controlling mobile costs by making mobile devices extensions of the enterprise network. Leverage the power of high-speed networks to attend web conferences on mobile devices.

- **TelePresence:** Invigorate business processes and drive true customer intimacy with everyone, everywhere by adopting TelePresence solutions. OneNeck can help you implement Cisco TelePresence to create live, face-to-face experiences that allow users to collaborate like never before. People can meet, share content, create high quality video recording and events, consult with experts and deliver personalized services, all through the power of the immersive in-person Cisco TelePresence experience.

About OneNeck® IT Solutions

OneNeck IT Solutions LLC offers hybrid IT solutions including cloud and hosting solutions, managed services, enterprise application management, advanced IT services, IT hardware and top-tier data centers in Arizona, Colorado, Iowa, Minnesota, New Jersey, Oregon and Wisconsin. OneNeck's team of technology professionals manage secure, world-class, hybrid IT infrastructures and applications for businesses around the country. Visit oneneck.com.

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