

UCM Cloud



THE CHALLENGE

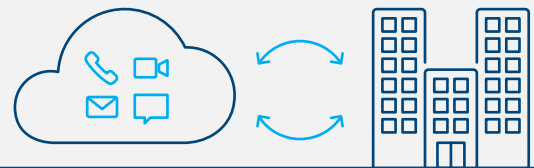
Organizations today face several obstacles to keeping their infrastructure current. On-premise technology often requires costly hardware, maintenance, and support. Meanwhile, the integrations, upgrades, and expansions necessary for growth can be cumbersome and complicated. Flexible, agile collaboration is essential to high-quality interactions.

SOLUTION OVERVIEW

Presidio Unified Communications Manager (UCM) Cloud moves on-premise features and functionality to the cloud, in one integrated solution.

PRESIDIO SERVICE OFFERINGS

Understanding that your needs are unique, Presidio offers multiple options tiered to provide flexibility and make the process simple as we build out the perfect customized solution for you.



UCM CLOUD SOLUTION OVERVIEW

- ◆ Enterprise unified communications and collaboration as a service
- ◆ Powered by Cisco Unified Communications Manager in the cloud
- ◆ Operated by Presidio and Cisco
- ◆ Webex Teams™, Webex Meetings, Cisco Jabber®, and all Cisco collaboration endpoints supported
- ◆ Cloud Calling option in Collaboration Flex Plan

		BASE			
		KW Basic	KW Premium	CA Basic	CA Premium
CAPABILITY	Call Control	X	X	X	X
	Voicemail	X	X	–	–
	Messaging	X	X	–	–
	E911 Tracking/Notification	X	X	X	X
	Monitoring	X	X	X	X
	Move Add Change Delete (MACD)	–	X	–	X
	Reports	X	X	X	X
	Tier 1 & 2 Support	X	X	X	X

CAPABILITY							
APPLICATION HOSTING		Monitoring	Reporting	Tier 1/2 Support	Escalation to Vendor†	Reporting	MACD
	Cisco Unified Attendant Concole (CUAC)	X	–	X	X	X	X
	Informacast	X	X	X	X	X	X
	Call Recording	X	X	X	X	X	X
	Cisco QM / AQM	X	X	X	X	X	X
	Work Force Management (WFM)	X	X	X	X	X	X
	Additional Applications	X	–	–	X	–	–

† Requires valid vendor support contract

PRESIDIO SUPPORTED PEERING OPTIONS			
CAPABILITY		SP Provided	OTT
	MPLS	X	–
	Equinix Cloud Exchange	X	–
	SD-WAN*‡	X	X
	DMVPN*	–	X
	VPN	–	X
	Large Scale VPN	–	X

* Requires customer provided licenses

‡ Supported vendors include Viptela, Meraki, Silverpeak



PSTN TERMINATION OPTIONS			
CAPABILITY		On-Premises	Presidio Data Center
	Physical Cisco Unified Border Element (CUBE)*	X	X
	Virtual CUBE*	X	X
	TDM Gateway	X	X
	Non-Cisco SBC	X	X

* Requires customer provided licenses

* Requires customer provided hardware and licenses

Contact Presidio for more information or to discuss the service offerings, collaboration@presidio.com