Cisco Hosted Collaboration Solution Customer & Partner Quotes

September, 2013

Customer: 3M
Agile Solution Adjusts to Reflect Business Needs

"Business Together as a Service from Orange Business Services equips 3M with an agile, innovative and future-proof unified communications solution. This cloud-based solution is simple to implement and manage on a global basis, minimizes costs without any up-front investment, and provides 3M the necessary scalability that allows us to adjust our IT services to reflect our business needs in a fast-changing economic environment. Based on our existing relationship, we are confident that Orange Business Services can effectively help 3M achieve its goal of global creative collaboration."

-Ernie Park, CIO, 3M
Press Release: Orange Business Services – Tue, Apr 23, 2013

Customer: Bank Ochrony Środowiska
Improve Client Services and Optimize Cost of Services
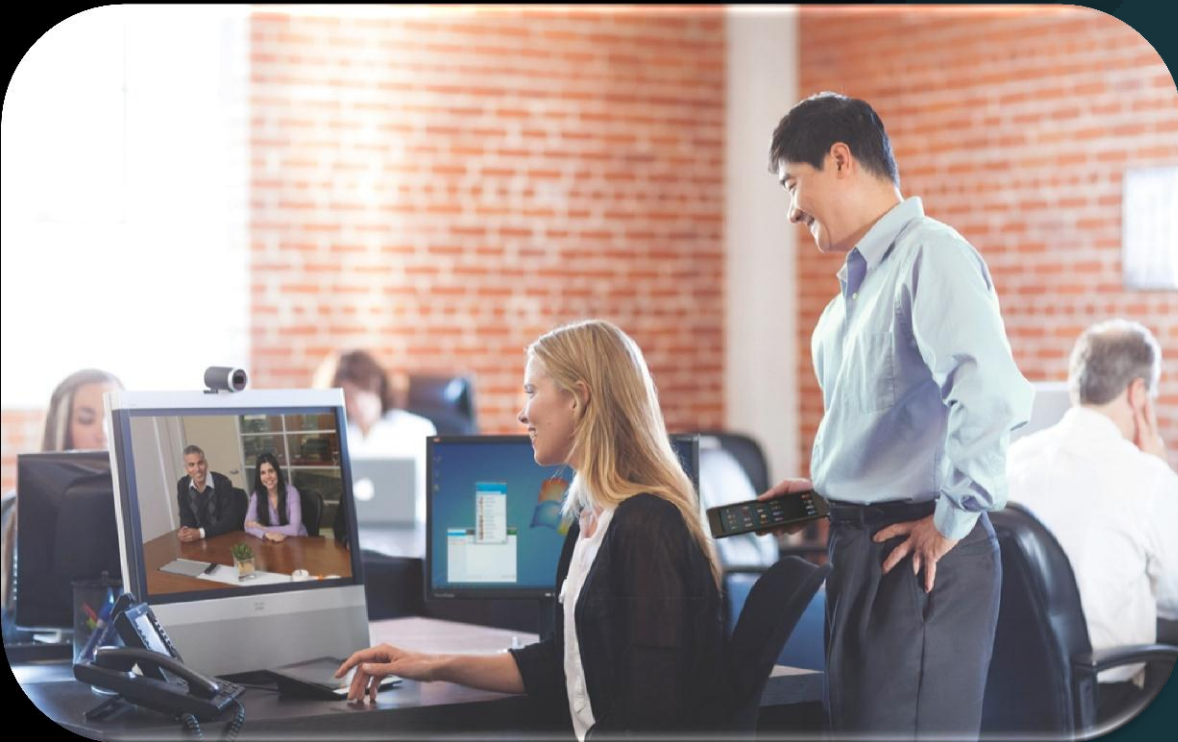
Bank Ochrony Środowiska (BOS) in Poland required a unified communications and collaboration solution to help improve their business agility and client services. The bank implemented Unified Communications as a Service (UCaas) to let the employees use mobile and landline telephony and conferencing services. The cloud services brought many benefits for BOŚ, including the ability for the IT department to focus on executing and supporting typical banking solutions and to reduce the expenses in telecommunications. BOŚ is hoping to constantly increase the quality of technological solutions, continually optimize the cost of services, and decrease OPEX in telecommunications area by several dozen percent.

Customer: City Clinic
Free IT to Focus On Core Initiatives

When City Clinic planned resources and business processes for its new hospital it was looking for an IT solution that would minimize the need for internal IT resources while at the same time maximize efficiency. The facility opted for a cloud based communications solution that offered a high degree of flexibility and allowed it to streamline IT operations, reduce costs, and easily change and adapt to administrative objectives. As a result, City Clinic was able to devote more resources to investments related to its core business objective – improving patient care.

Customer: City of Charlotte
Rapid Adoption, Access to Experts, and Significant Cost Savings

"When the City of Charlotte received news that it had been selected to host the 2012 Democratic National Convention, we had to act quickly to make sure our 3-1-1 contact center and other contact centers could support the increased call volume from 50,000 visitors. Maintaining sophisticated contact centers require hiring or training multiple people with different skill sets, and we had neither the time nor the budget. Working with NWN, a hosted service provider, gave us access to trained professionals with the depth and breadth to make sure the contact centers were available and provided the latest capabilities for citizen self-service and agent efficiency to answer the more than 3 million calls processed annually. We're saving at least $100,000 annually—$500,000 if you count not having to hire on premise telephony engineers."

Bellverie Ross, Senior Program Manager, City of Charlotte

Customer: Devoteam
Improved Efficiency, Increased Collaboration, and Reduced Costs

"Devoteam deployed OBS's 'Business Together as a Service' solution primarily because of the ability to provide a quality voice system from the cloud. Because it is powered by Cisco HCS and Orange Business Services, Devoteam also had access to the market leading Cloud Collaboration solution that included the full Cisco UC and Collaboration suite all delivered in a flexible/agile IT model and predictable per-user service fee structure. Once in place, OBS added a range of features 'on demand' that have improved efficiency, increased internal collaboration, and reduced costs. Devoteam's management team view both Orange Business Services and Cisco as "trusted advisors"."

Christophe Merckens, CIO, Devoteam

Customer: D+M Group
Scalable, Secure, Reliable Hosted Solution

"We've always wanted technology that would help us reduce silos across the company by increasing collaboration. At D+M, we deliver premium audio solutions around the world. In order to be successful, exceptional collaboration between our more than 2,000 globally dispersed employees is key. We looked for a hosted solution that's scalable, highly secure, reliable and expansive. Working with Cisco partner, West IP Communications, we have implemented Cisco HCS and are already seeing the cloud-based technology drive cultural change at our company."

John Jackson, Vice President, Global Infrastructure and Vendor Management, D+M Group

Customer: Nokia Siemens Networks
Flexible Consumption Models and "Evergreen" Platforms

"Productivity of our 60,000 end-users and collaboration within NSN and with our customers is key to our success in our highly competitive market. Cisco collaboration tools provide a great user experience across different end-points and have become the backbone of NSN's business. Our IT strategy sets strong preference for buying IT solutions as a service and recently we have moved with Cisco and their partners increasingly to the cloud which enables improved responsiveness to ever changing business needs through flexible consumption models and "evergreen" platforms. "

Dr. Manfred Immitzer, Global CIO, Nokia Siemens Networks

Customer: Ondeo IS
Accelerate Growth While Managing Costs

"To capitalize on strong growth, we needed a custom-built telephone system which was flexible, reliable and quick to roll out. Business Together meets that requirement, while at the same time lets us manage our costs with a pay-as-you-go model."

Mr. Daryoush Mikaili, Information Systems Director, Ondeo IS

Source: http://www.orange-business.com/en/ondeo-is

Partner: Amcom
Capitalize The Transition to BYOD Workplaces

"This solution complements our existing offering and gives our enterprise customers the ability to unify all of their communications, including telephony and video conferencing, instant messaging, presence and having the ability to access them in real-time across any location or device. HCS also enables employers to capitalise on the transition to Bring-Your-Own-Device (BYOD) workplaces and supports the shift to a more mobile workforce. HCS represents the next step for organisations that require the advanced features and flexibility of a Cloud based solution. HCS will be particularly attractive to a significant portion of the Australian telephony market with on-premise Cisco Call Manager Solutions."

Clive Stein, CEO,
Amcom

Source: http://www.amcom.com.au/news-and-media/amcom-news/amcom-news/2013/02/11/amcom-announces-significant-push-into-enterprise-telephony-with-the-launch-of-ciscos-hcs

Partner: AT&T
Improve Business Collaboration

"With AT&T Unified Communications Services individuals have full access to all of their communications tools at the tips of their fingers. Not only can this service leverage an organization's existing investments to improve business collaboration, it also provides an easy transition from where a customer is today to where they want to be tomorrow without incurring significant capital expenses. AT&T is breaking new ground by providing customers with simple, affordable access to carrier-grade UC functionality."

Shawn Conroy, Vice President of Voice, Collaboration and Unified Communications Services, AT&T Business Solutions

Source: http://www.att.com/gen/press-room?pid=22299&cdvn=news&newsarticleid=33759&mapcode=consumer%7Cmk-connected-communities

Partner: CDW
Provide Organizations With Top Collaboration Services

"The way organizations work is changing, with employees no longer confined to working in the same physical location and customers increasingly involved in product and service development. As a result, collaboration technology needs are evolving. Today, organizations need new technologies that increase efficiency, accommodate a dispersed workforce and integrate customer communications, while freeing up IT staff to work on other projects. Built upon industry-leading technology from Cisco, CDW Cloud Collaboration includes all the features necessary to provide organizations with top collaboration services."

Christine Holloway, Vice President of Converged Infrastructure Solutions, CDW

Source: http://www.cdwnewsroom.com/new-cdw-cloud-collaboration-solution-helps-organizations-move-communications-to-the-cloud/

Partner: CSC
Enjoy Optimized Organizational Communication

"CSC's UCaaS offering delivers to our clients a cost-effective, flexible and responsive suite of UC capabilities. Continued expansion of CSC's as a service solutions in the Canada market with Cisco's Unified Communications platform allows our clients to enjoy optimized organizational communication and business process integration — driving competitive advantage."
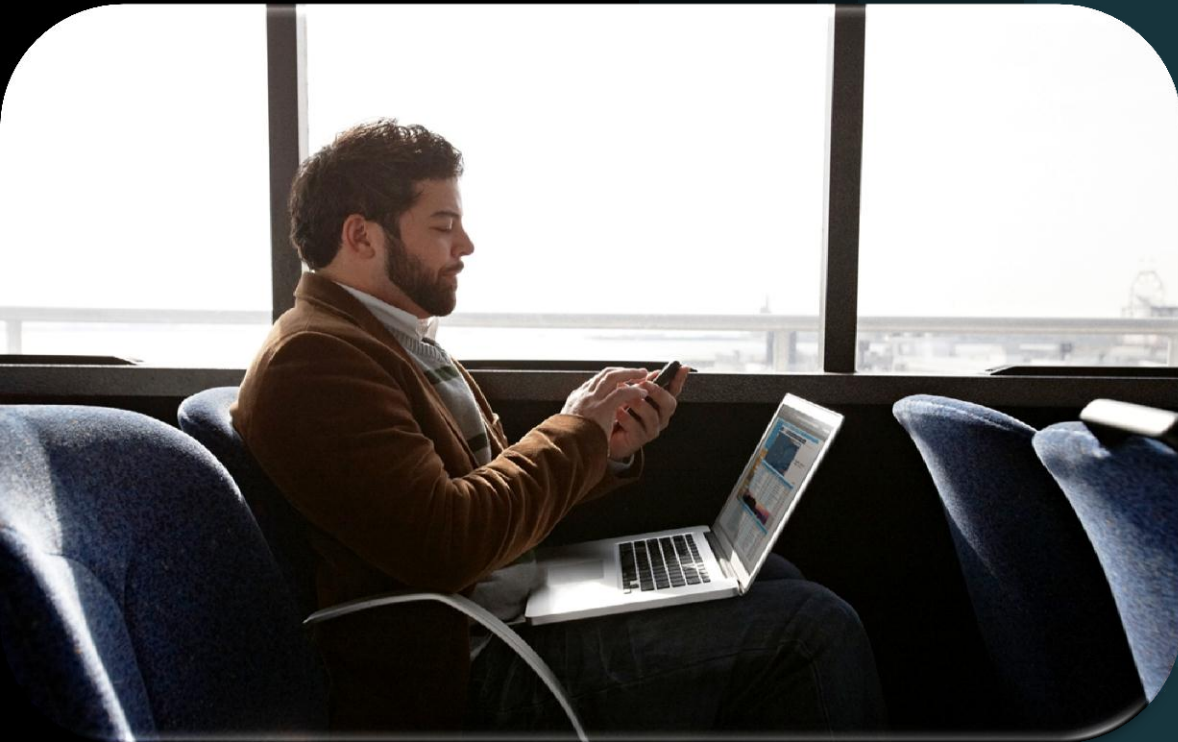
Nimesh Shah, Vice President of Global Infrastructure Services and Solutions, CSC

Source: http://www.csc.com/newsroom/press_releases/81605-csc_launches_unified_communications_as_a_service_in_canada?ref=ls

Partner: Cypress Communications
Agility to Adapt to New Technologies

"Adding the Cisco Hosted Collaboration Solution platform to our C4 Product Suite complements our award-winning C4 IP® hosted unified communications (UC) solution and gives us the flexibility to provide a broad range of options for our SME customers. With C4 UC, users can have the social mobility and flexible collaboration they want, while at the same time allowing the enterprise to ramp to full infrastructure in the cloud and all of the inherent benefits that the cloud brings – cost savings, operational efficiency and business continuity. The Cypress cloud allows the enterprise to nimbly adapt to new technologies, like C4 UC, but with the confidence and peace-of-mind that comes from knowing that your application is basically 'CallManager in the cloud' backed by technology giant Cisco, a trusted leader in infrastructure, networks and communications."

Frank Grillo, EVP of Applications, Implementation & Support, Cypress Communications

Source: http://www.bloomberg.com/apps/news?pid=newsarchive&sid=apmkARypERpY

Partner: Damovo
Simple, Fast, and Easy to Deploy Solution

"When we started to develop CaaS – Collaboration as a Service, a joint solution to offer to the market, Damovo and Cisco decided to offer a simple, fast and easy to deploy UC service. The acceptance within the market has been incredibly high and we already have received the first orders. The value proposition for the customer is impressive and, after the basic implementation is complete, they can include video applications nearly as easy as adding a new voice extension in their old PBX system. And that's the right path to follow!"

Alberto Ferreira, CEO and President,
Damovo do Brasil S.A.

Partner: eLoyalty
Cloud Option Delivering Superior Customer Experience

"As a leader in customer experience technologies, a 12-year Cisco partner and now Cisco's first HCS cloud provider for Contact Center, eLoyalty has delivered business outcomes ranging from simple network cost reductions to improved sales in multi-channel campaigns – all leveraging Cisco's collaboration suite. We, along with our enterprise clients, are very enthusiastic about Cisco's Hosted Collaboration Solutions (HCS). Cisco's hosted contact center solutions are paving the way for companies to offer a superior customer experience with the additional benefits of a cloud deployment. "

Steven Pollema, President, eLoyalty
a TeleTech Company, Englewood, Colorado

Partner: Kcom
Reduce Cost of Ownership

KCOM

"Customers we've spoken to recently are really excited about the capability that our Workplaces services can offer them. They are facing pressure to refresh ageing technology which is running out of vendor support and presents risk to the business. They are constrained by decreasing IT capital budgets and have to demonstrate a reduced cost of ownership and rapid return on investment. At the same time, need to show how any investment can deliver a clear link between the functionality they want to offer to customers today and a roadmap to the future."
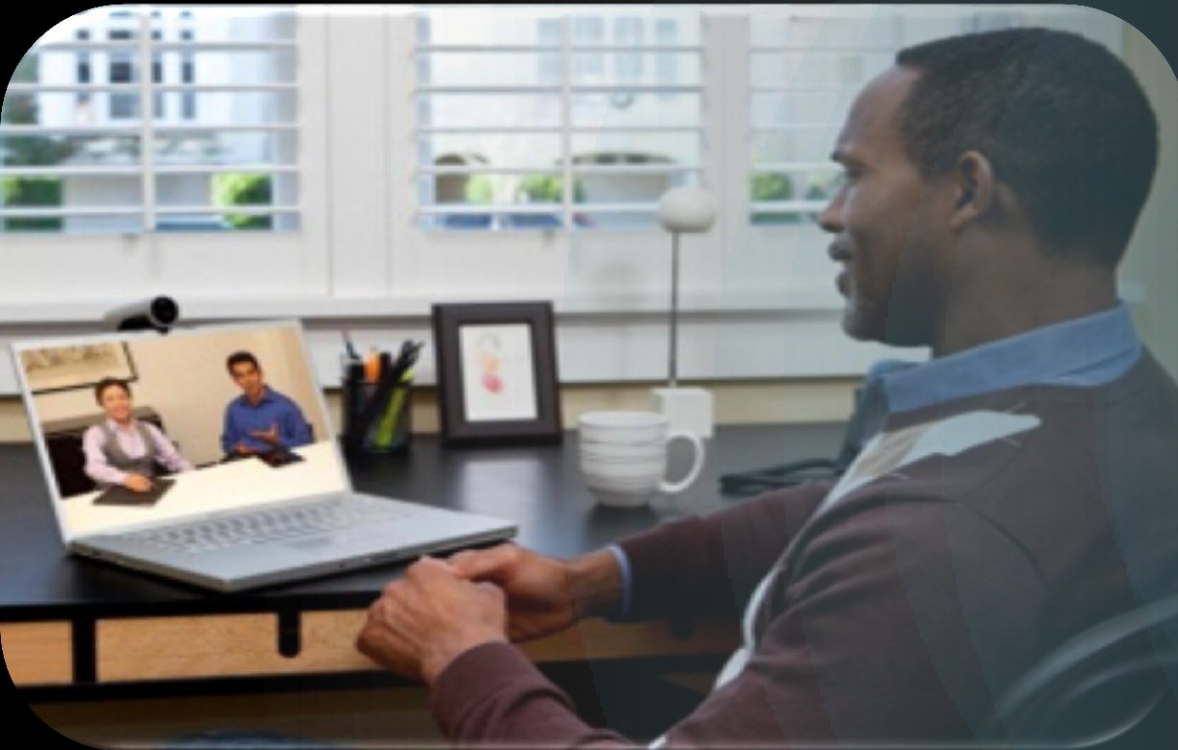
Sally Fuller, Director of Strategic Propositions, Kcom

Source: http://www.kcom.com/news/kcom-helps-organisations-prepare-for-the-future-of-customer-service-today

Partner: NTT Communications
Driving Work-Style Innovation

NTT Communications

"By adopting Cisco HCS as a platform, we could achieve the provision of a cloud-based Unified Communications service on a global scale to drive work-style innovation of our customers. In order to support our customers' global business successes, we will continue our efforts to expand features and offer reliable, globally seamless services with the aim of becoming a 'Global ICT Partner.' The partnership with Cisco is critical for us to realize it with continuous technology innovation."

Mitsuru Takayama, Director, Voice & Video Communication Service Department, NTT Communications

Partner: NWN Corporation
## Beyond the Tipping Point for Cloud Services

"The paradigm shift has taken place, as more and more customers rely on NWN for cloud based services like HCS-Hosted Collaboration Services, IaaS, PaaS, and SaaS. Customer confidence in cloud based services is demonstrated as the user base continues to grow, utilizing the scalability and flexibility of our cloud services while adopting new features and functionality to their base services."

Tim Salapek Director NCloud, Hosted Collaboration Services,

NWN Corporation

Partner: Orange Business Services
Delivering As-a-Service Video and Collaboration Services
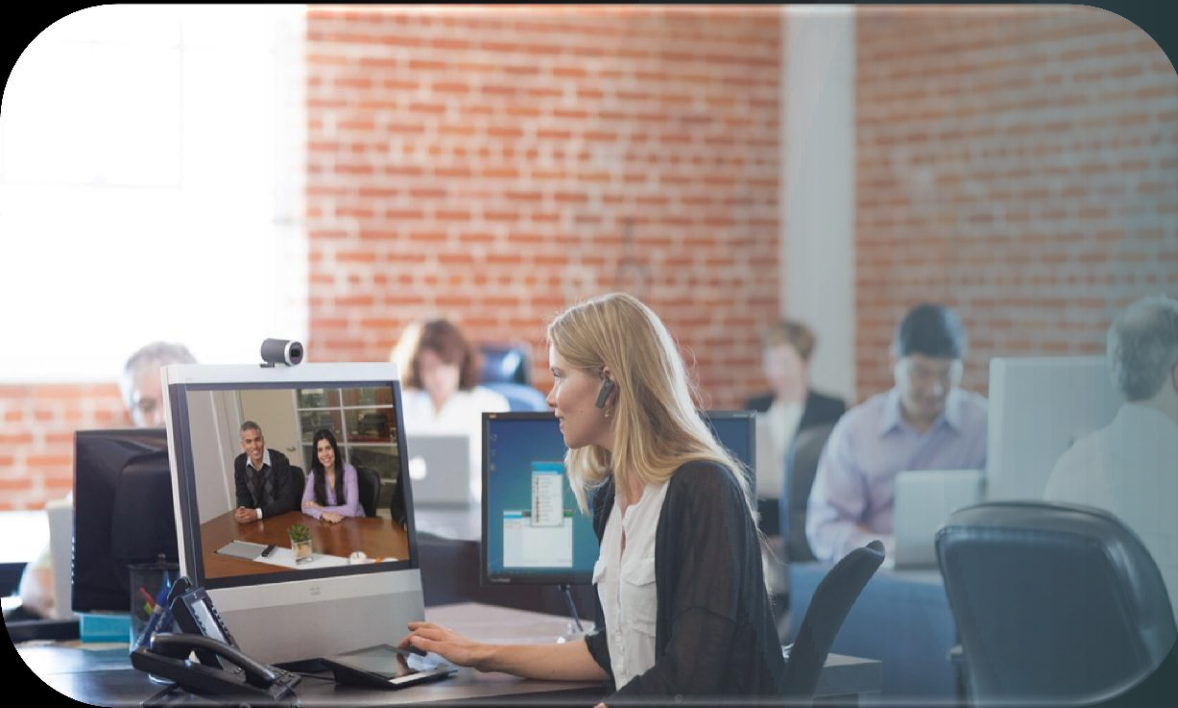
"Cloud services are in Orange Business Services' DNA. Our experience in network and communications services places us in the best position to deliver high performance cloud computing services to our customers. Thanks to the integration of Cisco HCS and CTX platforms within Orange's cloud infrastructure, our customers are now reaping the rewards of delivering as-a-service video and collaboration services across their organizations. With Cisco HCS and CTX inside, Orange delivers end-to-end communication and collaboration solutions from the cloud bringing more agility - as a service model - more competitiveness - opex vs capex - and more security - data protection from the device to the data center." "

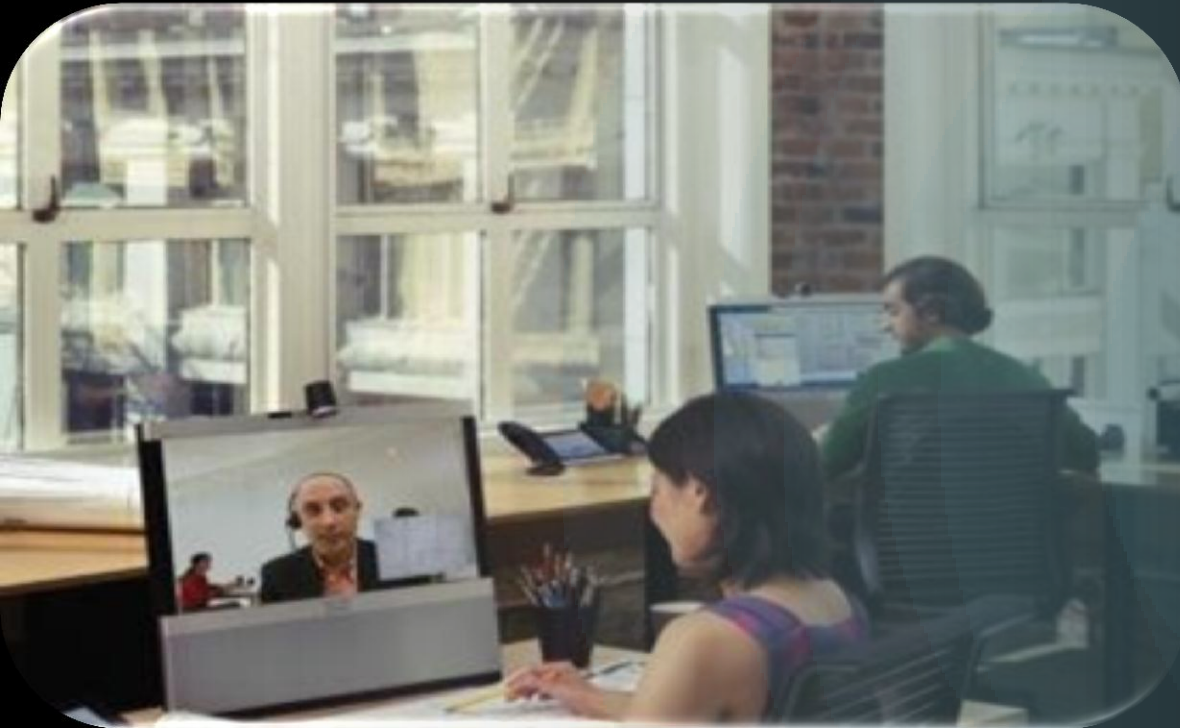*Paul Molinier, Senior Vice President*
UC&C, Orange Business Services

Partner: Telefonica Multinational Solutions
## Leading Technology Addressing Customer's Requirements

"The (NSN) 60,000 global seat deployment is a landmark for this industry. We are truly crossing the 'Cloud Chasm', as Nokia Siemens Networks take advantage of our end-to-end global service based on Cisco's collaboration architecture, a leading technology addressing our customers' requirements for cost-effective unified communications and collaboration solutions. Nokia Siemens Network, after considering both premises and cloud-based collaboration solutions from a number of vendors, chose the safest pair of hands in the business and are migrating to the cloud with Telefonica, powered by Cisco HCS."

Jose L. Gamo, CEO,
Telefonica Multinational Solutions

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Partner: Telemex
## Transport and Protect Our Customers' Information

Powered
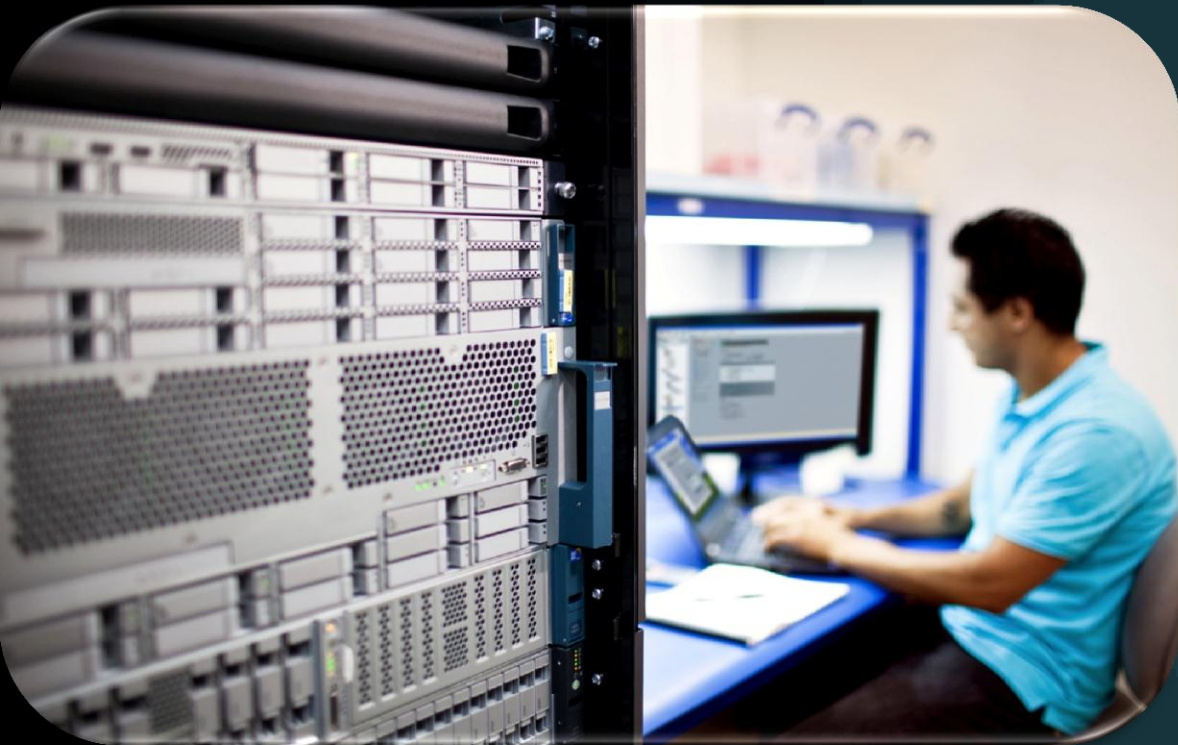
"Through our data center infrastructure, with a wide network of national and international coverage, we offer an end-to-end integral service, with the quality of service and security to transport and protect our customers' information. With this evolution of the networks and the services portfolio, Telmex in collaboration with Cisco ratifies the commitment to offer state-of-the-art technology to the Mexican market."

Isidoro Ambe, Enterprise Market Commercial Director, Telemex

Source: http://newsroom.cisco.com/press-release-content?type=webcontent&articleId=1101927

Partner: Vodafone
Strategic and Scalable Platform
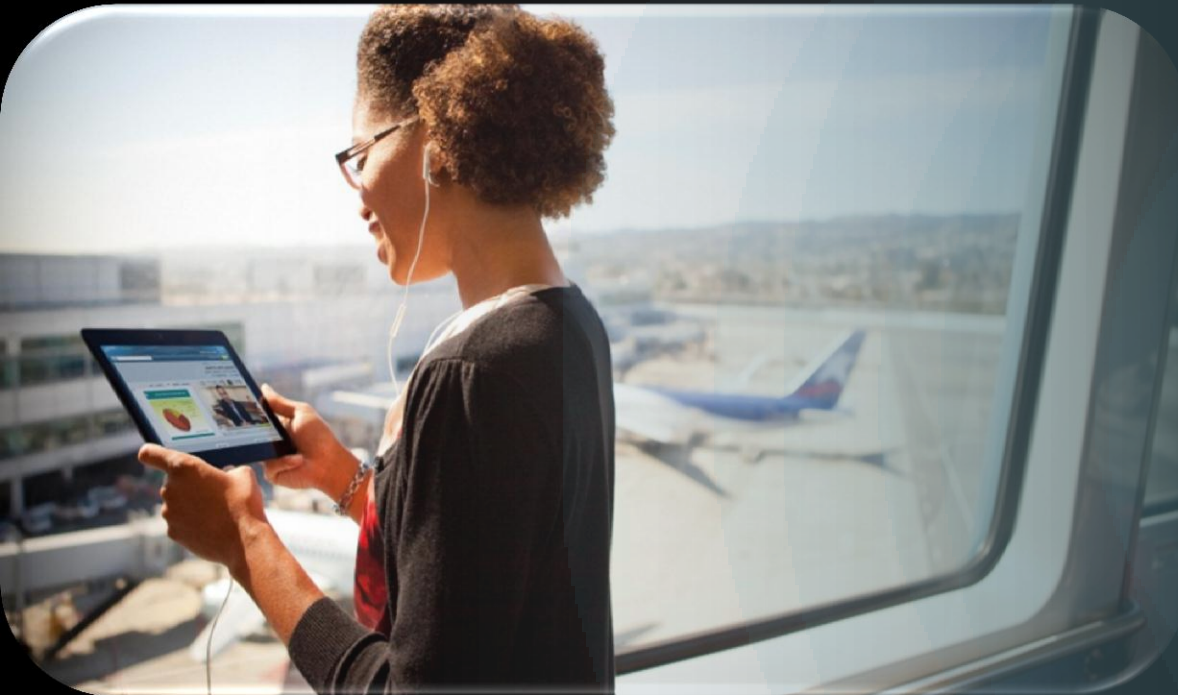
"We're very excited about Vodafone OneNet Global Enterprise and our partnership with Cisco and HCS. Cisco HCS is a strategic and scalable platform that we have integrated with Vodafone's mobile cloud to make it easy for our customers to enable anywhere, anytime, any device collaboration. It is also helping Vodafone deliver on our vision for the future of business communications."

Sandy Walker, Manager
Fixed & Unified Communications Practice, Vodafone

Partner: West IP Communications
Increasing Efficiency and Empowering a Mobile Workforce

CISCO Powered

west West IP Communications

"From both an interest and adoption standpoint, West IP Communications have seen marked growth from our customers, in terms of Cisco cloud-based services and applications. Through the strength of our partnership with Cisco, specifically around the delivery of cloud based solutions such as HCS, WebEx and Jabber, we are helping our clients improve their operational efficiency, agility and cost predictability. What's more, Cisco and West IP Communications are doing all of this while simultaneously increasing the level of communication and collaboration amongst an increasingly mobile workforce, using a constantly-evolving set of applications and devices."

Chris Potter, Director of Business Development,
West IP Communications