

# Simplify how employees work using unified communications and collaboration.

Solution brief

“Do more, do it faster.” It’s the mantra of the modern workforce.

To stay competitive in today’s accelerated business pace, organizations need better ways to communicate and collaborate. They need to support their remote and traveling workforce with even more services and tools. They also need to be able to share information easily between employees, partners, constituents or suppliers. They need to provide ways to work faster and smarter. And they need to provide a stellar experience for their customers and constituents in every interaction.

That’s a tall order given the new normal we’re all dealing with; one that calls for a strong set of unified communications and collaboration (UC&C) solutions.

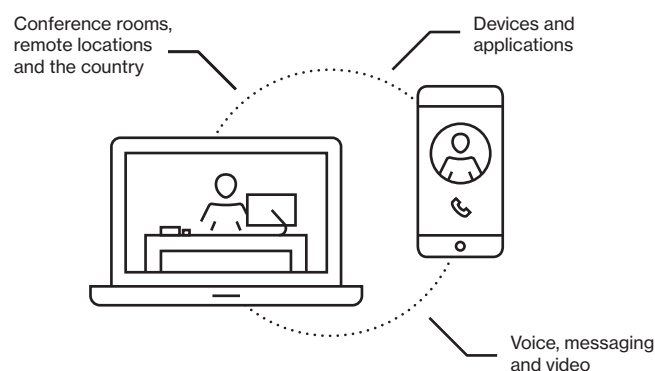
With the right communications strategy and tools, organizations can:

- Rethink working from home
- Keep teams connected
- Improve productivity
- Control costs
- Improve the customer and constituent experience
- Easily scale for organizational growth and needs

In simple terms, UC&C solutions include communication tools and services that streamline conversation, collaboration and productivity across multiple devices, platforms and applications. Integrating these tools helps teams collaborate faster, better and more efficiently.

By combining instant messaging; audio, web and video conferencing; screen sharing; or other mobility tools, your teams are able to easily interact, coordinate tasks and share information from wherever they’re working—in the office or across the pond.

**UC&C solutions help make sure your teams work in tandem across:**



## Benefits of UC&C

Integrating your voice and data communications solutions not only streamlines management, it makes it easier to get work done. With UC&C, organizations can:

### Keep teams connected and sharing.

Employees are using more devices and browsers from a broader range of locations than ever—at home, at the coffee shop, in the car or maybe even at the office. UC&C solutions can provide a seamless collaboration experience across voice, audio and instant messaging. When teams can quickly join a meeting and collaborate, they’re bound to be more effective and efficient. It shouldn’t matter whether they’re joining a video call from home or a call from their car.

### Increase productivity.

Now you can erase the distance between your employees, partners and customers—and improve productivity. That’s because integrated voice, video and collaboration solutions make it easier for your employees to work together—even when they’re apart. With UC&C, it’s easy to schedule and hold conferences from a small brainstorming session to a meeting with several thousand participants around the world. Not only can teams stay more productive, they can make decisions and complete projects faster.

### Control costs.

With the ability to combine audio and video conferencing into a single solution, you can save on travel costs and phone charges. Plus, you can increase your ROI on that expensive conference room equipment you've already invested in—all while giving teams a consistent, cloud-based experience in every conference room.

### Improve the customer experience.

With UC&C solutions, you can offer customers or constituents a variety of ways to engage—across voice, online, chat and more. Whether they're calling to leave a message, texting about a customer support issue or signing in to an interactive webinar, you can provide a seamless experience that keeps them coming back for more.

### Grow and scale.

A scalable UC&C solution will grow with your need. With UC&C, you can build on your current communication and collaboration tools, adding in the capabilities that you need most to help your increasingly mobile teams work in tandem, across offices, cities, devices and platforms. Plus, you have the flexibility to extend services to remote employees and customers, wherever they are.

## Verizon solutions

Verizon offers a set of UC&C solutions that drive collaboration and communications more effectively across your organization. Combine the right voice and conferencing services to address your needs to create a powerful solution and provide a complete UC&C experience.

With Verizon, you have interoperability, the ability to leverage investments, and the ability to layer on products to be able to do more. For organizations that need to do more faster, that's a winning combination.

### Voice

- Virtual Communications Express (VCE) is a PBX in the cloud with the very best communication tools for your employees. It offers feature-rich, end-to-end organization phone-system solutions delivered reliably via the Verizon cloud. With VCE, you have flexibility, so you can use your own broadband and provision and easily port your current numbers. You can integrate instant messaging and phone presence with the option to include IP phones as part of the bundled service. Plus, you can leverage a full suite of unified communications capabilities and advanced voice features
- IP Trunking (IPT) provides highly reliable connectivity, local phone service replacement and long distance calling by replicating the functionality of the legacy phone network to allow phone calls to be made over your data network. Calls are securely routed as high-priority data packets across our worldwide network to your called destination, providing a cost-effective and flexible communication solution

- Unified Communications and Collaboration as a Service (UCCaaS) is our hosted and managed unified communications service based on Cisco's Hosted Collaboration Solution (HCS). UCCaaS offers enterprise-grade call control, voice mail, instant messaging, presence and enterprise mobility, which can be integrated into your systems through a communications platform as a service (CPaaS) and application programming interfaces (APIs), and is available on a per-user, per-month basis
- One Talk delivers on all of your organization's phone needs. It combines smartphones and desk phones into one number—and rings them both—so you'll never miss a customer or constituent call



### Conferencing services

- BlueJeans by Verizon is the meetings platform built for the modern workplace. Host cloud-based meetings and large interactive events that are simple, scalable and secure. BlueJeans provides an unparalleled meeting experience with the ability to join meetings with one touch from your favorite scheduling and collaboration tools, devices and room systems
- Zoom Video Conferencing from Verizon is a complete video- and audio-conferencing experience that lets users chat, share and collaborate across mobile devices, desktops, telephones and in-room conferencing systems. Zoom Video Conferencing pairs live video with Verizon's audio-conferencing solutions to provide work teams with an easy, consistent way to collaborate
- Cisco Webex® is an excellent choice for large enterprises and organizations. Webex is a cloud-based collaboration solution that lets you connect and engage with people and teams effectively on a single, unified platform. And since it's designed as a cross-platform solution, you can get the same great experience wherever your job takes you
- Verizon Audio Conferencing services allow your employees to collaborate with each other and with customers and constituents whether they're in the office or working remotely. Both flexible and reliable, Verizon Audio Conferencing is ready to meet audio conferencing challenges, however large or small

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## Why Verizon

With an exceptional breadth and depth of UC&C services combined with our network and professional services, we're ready to address your needs. By integrating Verizon's cloud-based UC&C solutions into the systems and software your employees use every day, you make it easier for them to stay connected and productive.

Choose and combine our voice, messaging and video conferencing solutions to meet your modern communication and collaboration needs, all backed by more than 30 years of experience delivering high-quality voice and data solutions for global collaboration services.

## Learn more:

For more information about our UC&C solutions and how to find one best suited for your needs, contact your Verizon Business Account Manager or visit:

<https://enterprise.verizon.com/products/business-communications/unified-communications-and-collaboration/>