

Collaboration as a Service

Streamline your communications & collaboration capability and connect anywhere on any device

As discrete collaboration technologies have evolved over the years end users are forced to juggle multiple user-names and passwords to access different applications and communications systems. Administrators struggle to manage redundant communications environments for e-mail, voice mail, telephony, conferencing, and instant messaging.

Collaboration breaks down the barriers between systems, reduces time and costs and brings together distributed colleagues, customers, and partners. Collaboration allows us to access multiple communication technologies through a single solution, enabling cost-cutting consolidation of previously separate systems and services into one efficient platform to share resources, data, text, voice and video communications, accessible from essentially anywhere via PCs, smart phones, and similar devices. Technologies include e-mail, texting, learning environments, instant messaging, and group chat, voice, video calls and conferences; directories, calendars and tasks; and various assemblies of these functions into job-specific applications such as mobility applications or collaborative workspaces.

Impact of failure to Act

- Increased costs with multiple methods of communication such as travel, conferencing service fees, mobile phone bills, and facility expenses.
- Inflexible team projects with groups or

individuals unable to work collaboratively.

- Disparate communications infrastructure with aging and multiple communications equipment and applications.
- Inability to access people and information whilst on the move.

Business Requirements

For any organisation, any size, your key objectives will be:

- Lowering Operational Costs (particularly around your IT and Conferencing)
- Supporting Flexible Working Practices
- Improving Responsiveness & Productivity
- Enhancing Customer Service levels
- Reducing Travel Costs and Co2 emissions
- Deliver Business Continuity

The Capita Collaboration Service

Capita Managed IT Solutions' Collaboration service reduces complexity by putting people at the centre of the communications experience. All of the ways in which people contact one another are integrated into a single environment, using a single identity and presence that spans phones, PCs, and Web. This way, you can use software to transcend geographic boundaries so you can stay connected with team members and partners no matter what device you're using, and no matter where you are.



You can communicate in real time from your office PC or on mobile devices, while on the road, in a security-enhanced environment.

Rather than requiring businesses to invest in expensive, redundant infrastructures, Capita's collaboration service brings all forms of communications together through software to provide more effective collaboration at a lower cost in the cloud.

- VoIP Telephony Services.
- Streamlined Unified Communications - comprising of enterprise voice, audio video and web conferencing, instant messaging and presence.
- Ability to communicate from any location with a simple Internet connection.
- Integration into Microsoft Office applications.
- Admin portal provides authorised users with access to provisioning and administration of user accounts.
- Delivered as a fully managed service.
- 24-hour technical support—with 99.999% uptime SLAs.
- Low setup costs with additional users charged on a pay-as-you-use basis.

Benefits of the Capita Collaboration Service

With Capita's collaboration service you can achieve new levels of reliability and performance with features that simplify your administration, help protect your communications, and delight your users by meeting their demands for greater mobility.

Provides a streamlined communications experience and offers easy connectivity for users no matter where they are or what communications method they choose. With rich presence awareness, software-powered voice capabilities, enterprise-class instant

messaging (IM), multi-party audio, video and desktop sharing, and integration with Microsoft Office 2007 applications, you can connect and collaborate from any location that has Internet connectivity.

Benefits include:

- Streamline Communications Between People and Organisations. Presence enables real-time status of employees (based on calendar information, login/activity status, and user preference) to be displayed across the organisation. Workers can contact the right person, the first time, using the most appropriate communication method. They can communicate effectively anytime, from anywhere.
- Increase Operational Efficiency and Flexibility. Collaboration increases flexibility while maximising resources and budget with a simplified communications infrastructure and common management tools.
- Reduce Travel Expenses. Travel expenses are lowered by replacing in-person meetings with immersive Web and video conferencing.
- Reduce Telephony and Audio Conferencing Charges. Built-in VoIP and unified conferencing capabilities help lower long-distance charges and audio conferencing minutes.
- Lower Real Estate and Facility Costs. Replace underutilised video conferencing rooms by extending desktop-based unified conferencing and reduce office space per employee with remote working.
- Lower Messaging and Voice Mail Costs. A low-cost storage option that allows consolidation of costly third-party solutions like mobility, security, voice mail, and more.