



## Secure Unified Communication Solution for State of Illinois



collab9 delivers a secure hosted compliant unified communications solution that integrates voice, video, messaging, mobility, presence and customer care in one predictable, user-based subscription model.

collab9 includes six functionally rich solution components built on a secure communications platform:

- Voice
- Unified Messaging
- Mobility
- Presence
- Contact Center
- Conferencing

### collab9 Always-On Assurance:

- Real-time proactive system monitoring
- Incident and problem resolution
- Real-time reporting and Data traffic analysis
- Fault tolerance with multi-site redundancy
- High availability infrastructure
- 24 x 7 x 365 Tier 2 technical support

Available now through NASPO ValuePoint and State of Illinois Department of Innovation and Technology.

For Questions Please Contact

- Brian Campbell
- 424-331-211
- bcampbell@collab9.com

### Unified Communications Platform

collab9's solution is based on Cisco and Avaya industry leading commercial off-the-shelf (COTS) software. Take advantage of the platform and devices you know and trust, delivered as a cloud service.



### Private Cloud Architecture

The multi-customer architecture creates a dedicated environment for the State of Illinois – effectively operating as a private, unified communications cloud built for security and scalability to fit any organization's individual needs.

### Features and Capabilities

- Industry-leading Cisco platform for call control and collaboration applications
- Dedicated multi-customer virtualized environment
- Broad IP phone portfolio support
- Native video capabilities
- Extension mobility and hoteling support
- Secure BYOD and Mobility features for telework mobile workforce
- Legacy PBX integration
- Customer administration portal
- End user self service
- Centralized or local PSTN access with E-911 service
- Application upgrades included to leverage the latest features

### Reliability

collab9 delivers a high availability communications infrastructure with a 99.9% availability guarantee and support for local-site survivability and hybrid-cloud deployments. With its multi-site redundancy using geographically dispersed data centers, collab9 provides a secure, reliable and fault-tolerant system with built in disaster avoidance and recovery.



### Illinois Century Network (ICN)

- Your existing ICN connection can be utilized for connectivity to Collab9. ICN engineers can provision a dedicated circuit within your ICN connection for Collab9 communications, with high quality of service and low latency, ensuring perfect and clear voice, video and conferencing communication.





## Secure UCaaS Solution for State of Illinois



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### The Next Generation of Converged Communications

collab9 delivers a secure, next generation cloud-based communication solution that integrates voice, video, web conferencing, messaging, mobility, and customer care in a predictable, per user per month subscription-based model. collab9 delivers optimal capacity, performance, and quality management ensuring a secure, measurable, and highly available communication and collaboration solution.

#### Business Benefits

##### Financial Advantages

- Lower capital expenditures
- Focus capital budgets on strategic projects
- Reduce real estate and energy costs
- Reduce O&M costs and on-site labor requirements
- Always up to date with latest versions and patches
- Ensure business continuity and disaster avoidance with multi-site geo-redundancy

##### Scalability

- Improve business continuity
- Increase application flexibility and functional diversity
- Quickly set up new or changing facilities

##### Productivity Improvements

- Deliver greater regional and global-level communication
- Transform your organization with a more efficient workforce
- Streamline technical set-up and user training

### Service Fulfillment and Assurance

The service fulfillment process is built to focus on customer service, starting from provisioning and service activation to daily operations. Best-in-class management and monitoring tools deployed throughout the network, applications and data centers are used to provide an unmatched level of service assurance. The unified communications infrastructure is kept updated with the latest Cisco software releases, using a complete end-to-end testing and deployment approach.

