



## **Collab9 Executive Summary**

Collab9 is a provider of secure hosted voice and collaboration services, based on best-of-breed infrastructure and applications for U.S. public sector customers. Collab9's secure unified communication solutions follow strict federal guidelines (includes FIPS 200 and NIST 800-53 compliance) for voice, video and collaboration services for U.S. public sector customers.

Collab9 leadership believes its hosted voice, video and collaboration solution is an important cloud offering for the NASPO Participating Entities. This solution is the next logical step for organizations that are already in the cloud for email and desktop applications with Microsoft and Google and wish to further increase their cost savings with additional cloud adoption.

## **Solution Overview**

The technology Collab9 leverages for the secure hosted voice and collaboration services include several best-of-breed partnerships including Avaya, Cisco, AVST, Compunetix, Ribbon, West, and VOSS.

Collab9's Secure Hosted Voice and Collaboration Services bundle voice, voicemail, video, audio conferencing, unified messaging, presence and chat applications in one subscription package, for one predictable monthly fee. The Standard offering supports up to 10 devices per user, including Apple and Android mobile devices, as well as traditional PC-based softphones and video endpoints. It integrates with Microsoft Office 365, Exchange, and Google Gmail. Often times existing Cisco and Avaya VoIP phone deployments can be leveraged with the collab9 secure voice service.

Collab9's secure hosted voice and collaboration services also integrate with new and existing network infrastructure serviced by the local and long-distance carriers NASPO entities may have under contract, including: AT&T, CenturyLink, Verizon, Level 3 Communications and most local exchange carriers. Collab9 is also an FCC-registered interconnected VoIP service provider that can offer Internet, MPLS, and PSTN connectivity bundled with its offering. Collab9's voice and collaboration service is hosted in SSAE 16-certified, redundant datacenters in Los Angeles and Chicago. As such, collab9's robust solution architecture is uniquely designed to meet the security, capacity and performance needs of the larger entities serviced by the NASPO contract.

## **Solution Benefits**

Our best-of-breed technology partners are considered the global leader in voice and collaboration technology. The hosted voice and collaboration services offered by collab9 is based on this technology which is under continuous development by our various partners.

Collab9's government secure hosted voice and collaboration services offer government customers the following benefits:

- Industry-leading functionality, scalability, quality of service (QoS) and reliability of Cisco and Avaya infrastructure (as validated by the Gartner Magic Quadrant)
- Distribution through numerous local, regional and national contractors (fulfillment partners)
  - Rapid deployment
  - Updates and upgrades at no additional cost
  - Substantial time and cost savings over traditional deployment models
- Highest quality and the most scalable enterprise voice solution to complement Microsoft and Google email and application offerings
  - Accelerates government efficiency and mobility initiatives
  - Enables softphones as optional replacements for expensive handsets
- A full stack of complementary add-on solutions, including Contact Center, Emergency Responder, call recording, record retention and web meetings
- Numerous local/on-site disaster recovery options