



Solution Brief

Collaboration Services for Cisco Webex Calling



Insight is a Cisco Gold Partner in the U.S., U.K. and Canada.

Business challenge

Business today never truly stops. The combined impact of digital transformation initiatives, migration to cloud-based technologies and globalization significantly influence the way we work and how we conduct business. Employees and leadership expect, and require, always-available collaboration and productivity tools both in the office and off-site. As a result, IT organizations must ensure technologies meet these evolving requirements while effectively maintaining or lowering cost.

Our solution

Based on business needs and objectives, Insight will design, implement and manage your Cisco Webex® Calling service. We'll also deliver on-premises device deployment and world-class end-user support.

Cloud Collaboration for Webex Calling	Design	Proven designs to help you maximize the benefits of cloud-based collaboration
	Implementation and deployment	Expert coordination of cloud implementation and deployment of on-premises devices
Managed Collaboration for Webex Calling	Escalated end-user support	World-class level 2/3 end-user support that your service desk can leverage for complex issues
	Managed Services	Access to certified level 2/3 resources to support and manage your cloud-based collaboration platform

Cisco awards

- + **Cisco FY22 Americas Commercial** Partner of the Year
- + **Cisco FY22 Canada SMB** Partner of the Year
- + **Cisco FY22 USA East Area Innovation** Partner of the Year
- + **2021 Cisco IoT/Industry** Partner of the Year

Benefits

- + Increase productivity and reduce complexity.
- + Empower your workforce to be more responsive and agile.
- + Improve system uptime and resilience.
- + Enable scalability and adaptability.

Related services

- + Device as a Service
- + Workplace Services
- + Managed Services

About Cisco Webex Calling

Webex® Calling is built for an agile workforce, enabling calls anywhere and anytime. Cloud calling enables global reach without costly on-premises infrastructure. Providing scalability and efficiency, Webex Calling enables cloud calling for organizations of any size with trusted reliability.

Webex Calling offers advanced integration capabilities that utilize existing on-premises PBXs, making it easier for both on-premises and cloud users to connect with a high-quality audio and video experience. By being in the cloud, features are delivered faster, without the requirement for maintenance windows or complex upgrade processes.

Additionally, Webex Calling offers encrypted, secure calling, delivered on best-in-class cloud infrastructure. With global regulatory expertise and compliance across all markets served, the Webex cloud platform implements audited and professional security practices.



Secure, reliable cloud calling

- Integrate meetings, messaging and contact center.
- Get performance and control to scale with powerful VoIP calling features and single-pane-of-glass management.
- Easily migrate to the cloud without disruptions and move site-by-site, location-by-location or user-by-user.



Webex Calling for businesses of all sizes

- Reduce operational costs.
- Improve productivity.
- Increase revenue.



Webex Calling + Dedicated Instance

- Build on familiar Cisco® Unified Communications Manager (UCM) experiences.
- Streamline workflows and processes by bringing your UCM-based third-party applications to the cloud.
- Choose simple migration options on your schedule.



Webex App

- Calling
- Meetings
- Messaging

Webex Suite

- Calling
- Meetings
- Messaging
- Slido®
- Events
- Webinars

Customer experience

- Contact center
- AI for contact center
- Workforce optimization
- Webex Connect

Driving innovation with digital transformation

At Insight, we help clients enable innovation with an approach that spans people, processes and technologies. We believe the best path to digital transformation is integrative, responsive and proactively aligned to industry demands. Our client-focused approach delivers best-fit solutions across a scope of services, including the modern workplace, modern applications, modern infrastructures, the intelligent edge, cybersecurity, and data and AI.

Learn more at:

solutions.insight.com | insight.com

Why Insight for Webex Calling?

Clients choose us to help them deploy and manage Cisco Webex with success. By easily integrating with your existing on-premises solution, we facilitate simpler and smoother migrations. Flexibility is a tenet of our approach; we can embed existing or new Public Switched Telephone Network (PSTN) carrier service solutions into your Managed Collaboration services. And, when you need support in other areas of your IT operations or end-user ecosystem, Insight can be your trusted partner in delivering key capabilities from our offerings.

Client success stories



Rent-A-Center Unifies Communications in a Move to Managed Services

[Read the full story here.](#) →

Challenge: The client wanted to unify and migrate disjointed communication applications to the cloud across 3,500 locations under a Managed Services model to improve cost and performance.

Solution: Insight, in partnership with Cisco, pioneered a new as-a-service solution for Cisco UCM Cloud and rolled out UCM implementation, managed services and telco services for 2,200 brick-and-mortar stores and 1,300 Preferred Lease locations.



Health Management Company Streamlines Call Centers

[Read the full story here.](#) →

Challenge: Leveraging disparate contact center solutions across more than 25 locations, the company needed a single solution that would improve the customer experience and simplify management at each location.

Solution: Insight helped the client execute a full migration to Cisco Packaged Contact Center Enterprise (PCCE), rearchitecting scripts to streamline the call-routing process and deploying custom Call-Flow Administration (CFA) to simplify day-to-day administration.



Manufacturer Migrates and Modernizes Networks and Collaboration During Divestiture

[Read the full story here.](#) →

Challenge: Facing divestiture, the client needed support implementing all-new unified communications and networking systems for several sites, plus data migration and change management support on a tight timeline.

Solution: Insight executed two independent, expert-managed workstreams in close collaboration with internal client teams to deliver Cisco UCM configuration and deployment and design and implementation of SD-WAN technology across 12 sites.

Getting started is easy.

Visit solutions.insight.com/contact-us to connect with our team.

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