

# QWEST iQ HOSTED UNIFIED COMMUNICATION SERVICES (HUCS)

## ***Qwest Partners with Cisco, VOSS Solutions and Movius to Provide World-Class Unified Communications***

### **OVERVIEW**

The challenges facing large organizations today are nothing new. Controlling costs, increasing efficiency and growing productivity as well as generating revenues are still key goals for virtually any organization. What has changed is the technology that enterprises rely on to achieve these goals, and how they go about operating their disparate networks. Should an organization implement a fully hosted network solution that risks losing full control over enterprise communications or a fully managed solution that requires capital expenditure on infrastructure? And how should organizations handle the rapid changes in technology that threaten to overwhelm even the most established and profitable companies? One way is to move away from separate networks for voice, data and video and onto a cost-effective, converged network solution that allows the organization to focus resources on key strategic business goals. Qwest iQ<sup>®</sup> Hosted Unified Communication Services (HUCS) offers the functionality necessary to meet this challenge.

Qwest, in partnership with Cisco, VOSS Solutions and Movius, provides HUCS for large enterprises, as well as government agencies, healthcare and educational institutions. HUCS gives organizations the best attributes of both hosted and managed solutions as well as the necessary equipment, systems and management to deliver a flexible, scalable, customizable and cost-effective solution. HUCS supplies the flexibility necessary for organizations to migrate at their own pace with ease of administration and the security to ensure that it is done without disrupting day-to-day operations. Qwest HUCS also simplifies and speeds feature deployment to the desktop by providing provisioning templates, thereby decreasing both the effort required for implementation and the need for specialized staff to provision users onto the system.

### **WHAT IS HUCS?**

HUCS provides organizations with a next-generation VoIP and MPLS data architecture that is scalable, feature-rich, highly customizable and cost-effective. Central to the HUCS solution are VOSS 6.1, Movius' unified messaging and Cisco's best-of-breed communication applications and services. This partnership provides the ability to deploy next-generation technology alongside legacy TDM telephony and data networking solutions that can be fully migrated based on an organization's needs and priorities. This partnership enables HUCS to fully automate the deployment, provisioning and management of the most complex, repetitive and mundane tasks that bog down highly trained technical staff. HUCS allows organizations to retain control of their communications assets and utilize resources in a way that better drives the strategic direction of their business.

HUCS empowers organizations with the means to gradually replace their current infrastructure and institute a hosted solution. It also supplies the necessary security, mobility, flexibility and communication options to allow them to self-manage their systems at any time, from anywhere in the world in real-time, via their corporate network. This gives organizations the means to add and remove users, modify feature sets and make their own decisions about how each of their distributed networks is administered – either internally or by Qwest on their behalf.

## **MANAGEMENT AND ADMINISTRATION**

Having a powerful solution that addresses the communication needs of an organization is an important step toward increasing efficiency and productivity. But it is only a starting point because without the ability to proficiently manage and administer the solution, real benefits can be eroded by increased operating costs. The management and administration of HUCS is provided by VOSS 6.1, a unified communications OSS (operating support system) that provisions the entire voice architecture and controls every interaction between each element within the Qwest cloud or on the customer premises. It supports highly dynamic, multi-tenant, multi-site deployments from 100 to more than 200,000 phones, enabling government agencies and large enterprises to operate multiple agencies or subsidiaries independently. This capability allows the organization to manage its subsidiaries as a single entity, simplifying integration with other businesses and operating support systems and reducing operational complexity and costs.

VOSS 6.1 automates the time-consuming, resource-intensive tasks, such as adding and removing users, behind the scenes with zero impact on users or business continuity. Using scripts and standardized templates, VOSS 6.1 enables mass configuration and provides bulk load capability that simplifies large-scale system changes and site rollouts. This in turn empowers resources to provision users and telephony settings, such as extensions, prefixes, and other value-added services, quickly and inexpensively, from anywhere and in real-time.

Most importantly, VOSS 6.1 supports the integration of legacy TDM systems, overlapping dial plans, and different telephony environments to simplify the eventual migration to the full HUCS solution. This is ideal for organizations with disparate systems in multiple locations that want to begin incorporating new IP telephony environments but do not want to migrate all at once. VOSS 6.1 makes it easy for organizations to begin benefiting immediately from HUCS, without disruption, while they make plans to migrate to the full HUCS solution at their own pace.

## **UNIFIED MESSAGING**

An important element of a unified communications solution is a flexible unified messaging solution. Movius Unified Messaging is a fully featured messaging system that simplifies and streamlines all messaging communication (voicemail, SMS, email) into one inbox. With Unified Messaging subscribers can access their inbox from nearly any device providing enterprise customers the mobility of service access they desire. Movius Unified Messaging includes a number of features including text-to-speech, find-me service, group messaging, an integrated address book as well as:

- Auto-Attendant: a customizable automated receptionist that can receive and forward calls, play on-hold recordings and deliver requested information
- Desktop Fax: a feature that enables a subscriber to fax any Windows document directly from their desktop

## **COMMUNICATIONS APPLICATIONS AND SERVICES**

Over the past few years, the network has emerged as the platform, or foundation, on which IP-enabled technology is built to increase an organization's productivity and efficiency. Working closely with both VOSS Solutions and Qwest, Cisco provides the applications and equipment necessary to help ensure a highly secure, integrated architecture that serves as the platform for unified communications.

Cisco has a broad array of applications for organizations to choose from to help integrate voice, video, data and mobility networks while increasing the speed of access and communication across an organization. Depending on the needs of the organization, these applications promote more effective collaboration by connecting people with the right resources the first time, thus increasing productivity. Applications, such as Cisco Unity®, Cisco® Unified Communications Manager, and MeetingPlace®, all help facilitate collaboration while providing a flexible, highly secure, and simple solution that makes users more productive at a lower cost. These applications help HUCS provide traditional services with advanced capabilities (such as mobility) and integrate with legacy equipment and voice, video and web-conferencing services to help organizations reduce costs and maintain high levels of security.

## **BENEFITS**

- Provides a portal to manage all aspects of the solution in real-time and at any location or site
- Frees up highly technical resources to focus on strategic communication issues to maintain customer satisfaction
- Simplifies a complex solution so organizations can keep up with rapid advances in technology
- Provides E-Rate eligibility for specific parts of HUCS (Qwest will help you prioritize the eligible funding requirements)
- Improves collaboration by making it easier for users at any location to communicate directly and effectively with the correct resource on the first try
- Supplies standardized templates to simplify end-user and service set up
- Reduces operational and deployment costs by allowing for easy integration with legacy systems and a gradual migration to the complete HUCS solution
- Supports multi-tenancy, allowing HUCS to provide services to other organizations residing in the same building
- Provides robust QoS to prioritize time-sensitive traffic such as voice, e-mail and video

## **WHY BUY FROM QWEST**

- Qwest is a one-stop shop for all areas of the solution and provides a single point of contact for issues or questions related to HUCS
- Qwest knows how to design, build and run networks – currently running over 2.5 billion minutes of use per month of VoIP traffic across the IP network
- Qwest manages its own network – one of the largest, most sophisticated networks in the world
- Qwest produces a reliable, robust and fully managed service solution; sized and configured to meet unique business needs to sharpen your competitive edge
- Qwest offers simple, high-performance communications solutions that fit your growing businesses, plus a powerful commitment to priority business service

## **ABOUT VOSS SOLUTIONS**

VOSS, a leader in service delivery software, helps organizations meet their rapidly changing Unified Communications (UC) and IP telephony (IPT) requirements. The VOSS real-time, centralized and fully automated UC service delivery platform addresses the challenges involved in managing the entire UC lifecycle: Day-0 initial design; Day-1 build and deployment; Day-2 support and administration; Day-3 upgrade and scaling, enabling its customers to operate highly flexible UC and IPT networks. By simplifying business processes and removing technical complexity, VOSS increases productivity, speeds implementation, cuts costs, and provides a platform to launch new UC services.

With offices in the U.K., U.S., mainland Europe, the Middle East and South Africa, VOSS is funded by Eden Ventures, XAnge Private Equity and PE Investments. VOSS customers include prominent global service providers, niche managed service providers, and large enterprises. For more information visit

[www.voss-solutions.com](http://www.voss-solutions.com).

## **ABOUT MOVIUS**

Movius Interactive Corporation gives people the power to enrich their lives through viable innovations that transform the way they interact with information, media and each other. As a global leader in messaging, collaboration and mobile media solutions, Movius' core solutions include Voicemail, Unified Messaging, Video Mail, Auto Attendant, Audio & Video Conferencing and Presence based solutions. Movius is headquartered in Atlanta, Georgia, U.S.A. and has over 2,000 deployments in 75+ countries throughout the world. For more information, please visit

[www.moviuscorp.com](http://www.moviuscorp.com).

## **ABOUT CISCO**

Cisco (NASDAQ: CSCO) is the worldwide leader in networking that transforms how people connect, communicate and collaborate. Information about Cisco can be found at <http://www.cisco.com>