

# CenturyLink® Unified Communications Service (UCS)

## Customized UCS for Agencies

CenturyLink has tailored a next-generation UCS to address agencies' needs for a remote workforce and their increasing interest in network-based solutions. CenturyLink will help agencies reduce complexity and costs by unifying voice, data, video communication networks, equipment, and applications, all while providing a consistent telecommunications experience across personal computer (PC) and mobile devices.



## Product Description

CenturyLink's UCS is a network-based communication and collaboration solution. We integrate hosted VoIP, instant messaging, collaboration services, video services, and presence behind a single user interface to deliver rapid and reliable access to information, communications, and collaboration tools. CenturyLink UCS, implemented as an application that CenturyLink hosts, can support multiple users over an IP network. Our UCS is offered as a premise, hosted, or hybrid solution.

CenturyLink's UCS integrates multiple methods of communication to allow agency users to connect, collaborate, and exchange information using email, fax, instant messaging, voice and video calling, conferencing (including the identification of which participant is speaking), mobile devices, and desktop sharing. UCS includes real time or non-real time, one-to-one, one-to-many, and many-to-many bi-directional communications between internal and external entities.

### KEY FEATURES

- Application services for individual or group collaboration
- Network services for scalability and redundancy IP multimedia subsystem
- Element management services for integrated view of UCS resources
- Multipoint control unit server for video services
- Management and self service web portal



Federal Solutions Group Headquarters: 4250 N. Fairfax Drive Arlington, VA 22203

For more information, contact your CenturyLink Federal Sales Representative or visit: [www.centurylink.com/federal](http://www.centurylink.com/federal)

# Highlights

- Integrated with CenturyLink IPVS
- Supports popular desktop and mobile devices including iOS and Android devices
- Single number calling across device types
- Dial by voice on all devices

## How UCS is Provided

CenturyLink selected the industry-leading BroadSoft platform to deliver UCS. The servers and other infrastructure that support the above services reside in two geographically diverse locations: Chicago, Illinois and Dallas, Texas. These advanced, highly secure data centers directly connect with CenturyLink's backbone MPLS network. Our UCS functionality is geographically distributed across diverse network elements and redundant platforms to ensure maximum scalability, reliability and overall performance. CenturyLink's UCS is reachable worldwide from CenturyLink's network as well as through the public Internet using an authenticated connection for security. UCS capabilities are scalable to add multiple data center locations as EIS and other service requirements evolve.

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