

Collaboration is changing the way we do business. With today's mobile workforce and the consumerization of devices, people are demanding a new approach to collaboration.

Transform your business with Unified Communications as a Service (UCaaS) from FirstLight. In partnership with Cisco, FirstLight UCaaS provides users with a people-focused, collaborative experience in any pocket, on any desk, and in any room. Your employees, partners, and customers can collaborate with your organization anywhere, any time, on any device – all without many of the burdens of deploying and managing hardware and software internally.



### **UCaaS includes the following benefits:**

- Comprehensive collaboration as-a-service.
- Deploy a cloud-hosted PBX for full-featured, enterprise grade IP telephony for any size organization.
- Flexible deployment options including cloud and hybrid cloud solutions.
- Engage co-workers, customers, and partners. Experience better meetings with HD video and screen sharing.
- Enjoy voice and video calling, mobility, unified messaging, presence, and chat on any device.
- Create differentiated customer experiences with omnichannel customer care.

With secure integration with the Cisco Webex cloud you can enable voice and video meetings, team collaboration, live whiteboarding, file sharing, and seamless workspace transitions on any device, in any room, anywhere you are.

### **Unique Value of FirstLight UCaaS**

FirstLight is a longstanding, award-winning Cisco Partner and the first provider in New York State certified to deliver the HCS platform. Our 14,000 route mile fiber network integrates the local loop for your PSTN connectivity and FirstLight can provide unlimited bandwidth for all your communication and collaboration requirements.

Our technicians and engineers bring years of experience delivering the most advanced communication and networking technologies to businesses. As a FirstLight customer, you can be sure that your migration to our UCaaS platform will be simplified and carefully managed every step of the way.

# UCaaS Plans and Features

Collaboration Flex Plan	
<b>Calling</b>	
Core components to the UCaaS solution. Includes all UC applications, and calling features for all users. Supports up to 10 devices per user, any supported Cisco IP phones, Jabber IM, soft client for PC and mobile, and Unified Messaging.	
<b>Named</b>	<ul style="list-style-type: none"> <li>Each user and device require a right to use subscription. Perfect for deployments of 100 to 250 users.</li> </ul>
<b>Enterprise Agreement</b>	<ul style="list-style-type: none"> <li>Purchased for all employees, enables calling features for everyone in the organization. Public space devices, telepresence devices, and analog devices are included for free up to 50% of the total subscription count.</li> <li>Cost effective for 250 users and up.</li> </ul>
<b>Meetings</b>	
Includes Webex meetings and Teams. Collaborate on any device, anywhere, any time. Video first experience. Share files, and whiteboard in real time. Support for video conferencing for personal devices and room systems.	
Includes Webex assistant, a virtual assistant that is available on all Webex devices to find people, groups, and meet fast and efficiently through powerful AI and natural speech recognition.	
Each user gets a Webex meetings and teams account that includes a personal virtual conference room.	
<b>Active User</b>	<ul style="list-style-type: none"> <li>Deploy for all users, but only pay for what you use. Perfect for organizations that do not know what their total adoption will be.</li> <li>Up to 20% growth included within each 12 month period.</li> <li>Minimum of 15% total employee count, or 40 users – whichever is higher.</li> </ul>
<b>Enterprise Agreement</b>	<ul style="list-style-type: none"> <li>Cost effective subscription option if most employees will leverage Webex meetings daily.</li> <li>Minimum of 250 subscribers.</li> </ul>
<b>PSTN Bridge</b>	<ul style="list-style-type: none"> <li>Available in several plans, including toll and toll-free audio per minute, unlimited w/ call back, and committed audio rates.</li> </ul>

Customer Care Solutions
<b>Hosted Unified Contact Center Express Highlights include:</b> <ul style="list-style-type: none"> <li>Support for up to 400 agents</li> <li>Next generation agent and supervisor desktop with Cisco Finesse</li> <li>Support for multichannel, outbound call campaigns and at-home agents</li> <li>Intelligent contact routing</li> <li>Web 2.0-based reporting with Cisco unified intelligence center</li> </ul> <p>Contact Center Express customer care solutions are quoted on a case by case basis and are based on the features required.</p>

UCaaS Hosting Plan
<b>Included with the Collaboration Flex plan is the right to use for the provided Cisco UC applications which include:</b> <ul style="list-style-type: none"> <li>Cisco Unified Communications Manager</li> <li>Cisco Unity Connection</li> <li>Cisco IM&amp;P</li> <li>Cisco Jabber Client for PC, Mac, and Mobile</li> <li>Cisco Expressway</li> </ul> <p><b>The following benefits are included with the UCaaS hosting plan:</b></p> <ul style="list-style-type: none"> <li>Centralized portal for management of users and features</li> <li>End user self service portal to reduce administrative overhead</li> <li>Software maintenance updates (as necessary) and annual major release upgrades</li> <li>Application and user feature deployment</li> <li>Moves, Adds, and Changes with a dedicated service level agreement</li> <li>Problem and Incident response with dedicated service level agreement</li> </ul>

Service Delivery
<b>Service Transport Network</b> <p>Dedicated fiber optic services are delivered to each of the business locations to ensure a quality solution without compromise.</p>
<b>SIP Calling Packages</b> <p>Available in both unlimited and metered, a solution can be designed for just about any use case to help control PSTN access costs.</p>

Survivable Remote Site Telephony
<b>Cisco Network Gateway</b> <p>A Cisco ISR router is deployed at each site to monitor and ensure quality of the service delivery, and optionally, provide Survivable Remote Site Telephony features. SRST provides reliable communications to our customers to help ensure business continuity. SRST is a remote call processor capable of intelligent automatic failover if or when a disaster occurs. It allows our customers to take advantage of local PSTN connectivity to keep up and running in the event of a disaster and remain compliant to emergency regulations.</p> <p>FirstLight engineers, monitors, and manages these devices to ensure connectivity is always available.</p>

### Installation and Adoption Services

Deploy unified communications and collaboration solutions to your organization without compromise. Let FirstLight decrease the time to deploy a UC solution with our installation options.

#### The following is included with your UCaaS Hosting Package

- Business and end user requirements workshop
- Deploy Cisco UC applications and hardware on FirstLight infrastructure
- Integration services for DNS, LDAP, and other network services
- Bulk provision end users into the administrative portal
- Connect to any SRST gateways or PSTN services

#### The following installation services are optional, but highly recommended for a seamless transition from your current solution:

- Deploy Cisco IP phones
- Deploy Cisco Telepresence devices
- Deploy any gateways necessary to provide SRST and PSTN services
- Provide support during a cutover from current services
- Provide onsite or remote support after the cutover is complete
- Provide end user adoption services (training) as either a train-the-trainer activity or for all employees
- Custom integration with 3rd party software

### Comprehensive End User Device Portfolio

#### Cisco 8800 Series IP handsets

The Cisco IP Phone 8800 Series is a great fit for businesses of all sizes seeking secure, high-quality, full-featured VoIP. Select models provide affordable entry to HD video and support for highly-active, in-campus mobile workers.



#### Cisco 7800 Series IP handsets

Enjoy reliable, full-featured, secure VoIP. With these cost-effective IP phones, increase your business call efficiency and productivity while reducing IT operating costs.



#### Cisco Telepresence Devices

Cisco offers a wide array of telepresence devices for any use case. From small huddle rooms of 2 to 3 people to large conference centers and training rooms of 50 or more. FirstLight can help choose the device for you, and provide integration services to get you up and running with great meeting experiences.

### Service Level Agreement

<b>Basic - Included</b>	8x5 telephone support, no holiday, 4 hr incident / 8 hr problem, 48 hr MAC-D
<b>Enhanced</b>	24x7 telephone support, no holiday, 4 hr incident / 8 hr problem, 24 hr MAC-D
<b>Enterprise</b>	24x7 telephone support, includes holiday, 2 hr incident / 8 hr problem, 12 hr MAC-D
<b>Custom</b>	Custom options are available to fit your need, contact your account manager to learn more.



## What's inside FirstLight UCaaS?

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### **Cisco Unified Communications Manager**

Simplify with IP-based voice, video, and messaging delivered as a service. Gain centralized call control and session management, extension mobility, and unified directories.

### **Cisco Unity Connection**

Deliver voicemail and unified messaging. Access messages the way you prefer, from an IP phone, mobile phone, or desktop client.

### **Cisco Jabber**

Embrace mobility and improve collaboration. Find the right people, begin an instant-messaging chat, make a call, or share your screen with a single click. Any device, anytime, anywhere.

### **Cisco Webex Teams**

Add the messaging and meeting capabilities of Cisco Webex Teams to your UCaaS deployment for an integrated user experience.

### **Cisco Webex Meetings**

Meet anywhere, anytime, on any mobile device or video system. Webex's integrated audio, video, and content sharing help you make decisions faster.

### **Hosted Cisco Contact Center Express**

Deliver superior multichannel customer service. Solutions include intelligent contact routing, next-generation agent and supervisor desktops, and outbound call campaigns.

## How to Buy:

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- UCaaS and Webex is available through a Cisco Collaboration Flex plan that is purchased from FirstLight.
- UCaaS is delivered over FirstLight's dedicated fiber optic network, enabling a superior level of voice and video quality without impacting your other internet and data services.
- Unlike many providers who require you to purchase lines and handsets on a one for one basis, FirstLight's UCaaS service allows you to order the number of call paths or "phone lines" that you need, separately from the number of users deployed, allowing you to optimize your costs.
- Leverage a full portfolio of Cisco IP handsets and telepresence devices. These devices deliver a superior end user experience across any pocket, any room, and any desk.
- Each site receives a dedicated network gateway to monitor and ensure call quality from end to end across our network. In addition, these gateways support survivable remote site telephony to ensure business continuity in the event of a disaster.
- A dedicated service level agreement is included with your UCaaS hosting plan, and enhanced SLAs are available to ensure your collaboration system deployment keeps up with your business' risk tolerance.
- Leverage FirstLight's carrier grade telephony SIP services. Delivered centrally, FirstLight's SIP services can help reduce PSTN access cost by centrally distributing inbound and outbound calling across the business.