

## CLOUD COMMS

# Unified Communications & Collaboration

### HOW CAN TELEFÓNICA TECH HELP?

Our cloud-based telephony and team collaboration service offers a complete, secure, and unique experience for your employees

Phone calls are still key to customer service for many businesses. In this sense, cloud telephony is where Cloud-based business communications and voice calls are made over the Internet instead of through traditional telephone wires (PSTN).

We rely on the **technology of several leading partners** in the market, offering a new way of communicating and collaborating focused on the work being done and not on the place where it is carried out.

Telefónica Tech integrates communications and collaboration services tailored to the organizations of the future **to promote more flexible spaces** that defend the welfare of the employee, facilitate face-to-face or remote interactions from anywhere, at any time and using any device.

### WHO IS THIS SERVICE FOR?



**Small and medium-sized companies** that require **rapid deployment, self-management capabilities and reduced integration costs**. We offer a simple and quick to implement solution at more competitive prices.



**Multinational companies** in need of **tailored solutions**, legacy customization and integration, as well as high security and privacy requirements, complex hybrid work environments, and/or multi-country requirements.

## OUR VALUE PROPOSITION

### Our service

Telefónica Tech brings together in a single interface the best business solution for calls and team collaboration. It is offered through flexible subscription plans from reliable brands and with platforms that are always up to date, incorporating in the proposal: calls, messaging, meetings, events, and devices that are compatible with the needs of the organization.

A service with a unique and personalized user experience that facilitates the connection between employees and has an impact on increasing the productivity of organizations.

### What does it allow you to do?

Este servicio te permitirá:

- › **Have a complete, private and secure enterprise** calling and collaboration solution in the cloud from a trusted brand with always up-to-date platforms.
- › **Integrated Unified Communications functionalities:** Instant messaging, presence, meetings, desktop sharing, recording, PBX functionality and more.
- › **Integrated mobility and multi-device use:** increased employee mobility by allowing them to communicate from any device through the different applications, eliminating the need for a physical phone or being in the office.
- › **Simplify the management** of IT administrators and end users.
- › **Reduce costs associated** with on-premises infrastructure and ongoing maintenance of the solution.
- › **Ensure scalability** as your organization grows in size and complexity.

### Benefits

#### End to end managed solutions

Our team is responsible for managing everything from voice PBX to PSTN calls and collaboration services. We provide our customers with the applications, platforms and devices needed to work efficiently.

#### Enriched user experience

We include easy-to-deploy voice and collaboration features that optimize the user experience through a single interface for communication and collaboration.

#### Customized integration and ROI

Tailored solution for any customer requirement and integration with commercial applications for vertical solutions. We reduce the costs associated with infrastructure and ongoing maintenance of the solution.

#### Scalability and simplification of IT management

This service allows global scalability as the organization grows in size and complexity and consolidates IT management, since communications systems increase the agility of processes.

#### Security

Cloud telephony offers mature technologies that meet the highest data protection standards. Cloud telephony is secure and reliable.

#### AI Capabilities

Artificial Intelligence integrated into applications such as automatic meeting summaries, real-time transcription, or virtual assistants, among others.

## Telefónica Tech's differential value



We provide professional services and E2E management: from PBX to PSTN calls.



Improved user experience with integrated voice and collaboration.



We offer you global scalability and simplification of IT management.

### EQUIPMENT, TEAMS, AND ACHIEVEMENTS

#### Our teams

- › Unified communications and collaboration services are managed by Telefónica Tech's global operations team, composed of more than **3,000 professionals**, in coordination with the Digital Operations Center (DOC).
- › The DOC, in turn, is made up of a qualified team of **200 highly specialized experts** with diverse profiles (engineers, data architects, security and cloud operators, among others) to provide maximum support to our customers.

#### Achievements

- › **More than 1.5 million users** of communication and collaboration solutions.
- › Cisco Partner of the Year 2024.
- › Zoom EMEA Technical Excellence Partner of The Year 2024.

### BUSINESS MODEL

Flexible subscription model. It is a **complete turnkey service**, based on a commercial model of **monthly subscription per user** that includes all the necessary elements for the provision of the service.

There are **different profiles available**, from basic to advanced users, as well as a series of add-ons that can be added to any type of user.

### RELATED PARTNERS



OUR SOLUTIONS

### Discover all our solutions

We believe in the transformative power of technology to improve processes, optimize resources and open new business opportunities.



Contact us to start the digital transformation of your organization.

