WIPRO
Applying Thought

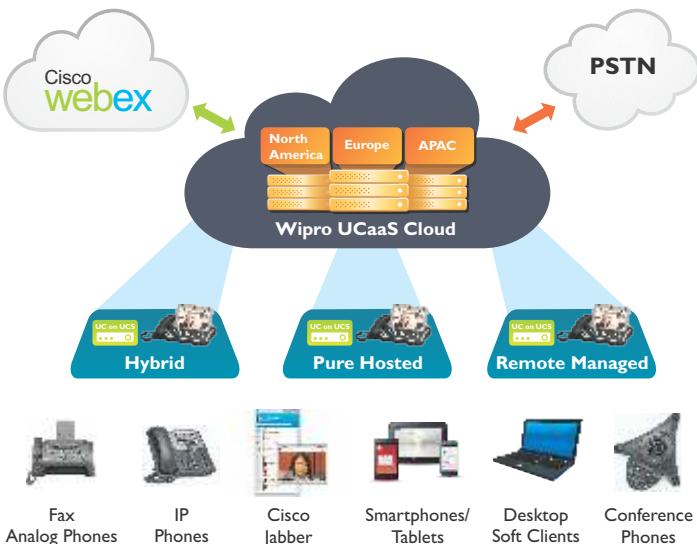# Wipro UCAAS

Unified Communications as a Service

In today's world as the workforce is becoming more global and mobile, the need for employees to remain connected to corporate resources and to each other has increased drastically. To help meet this need, Wipro brings its innovative capabilities to enhance and advance unified communications and collaboration solutions.

Wipro UCAAS is an enterprise Unified Communications Solution, offered as a 'pay-per-use' model with comprehensive lifecycle services to enable rapid realization of cost savings with zero upfront investment for customers.

Wipro has the expertise to provide solutions wrapped around almost every aspect of collaboration infrastructure. This know-how not only adds to our ability to provide single window solutions but also helps integrate third party products from various legacy and collaboration product vendors.

Our comprehensive framework provides implementation and on-going support for components of collaboration infrastructure. Wipro's services extend across all components populating the grid. These services can be backed up by Project Management and / or Program Management.

Unified Communications as a Service is a cloud-based commercial collaboration offering. It enables businesses to facilitate enterprise adoption of collaboration in a fixed or mobile environment with predictable per-seat pricing.

Fax Analog Phones | IP Phones | Cisco Jabber | Smartphones/ Tablets | Desktop Soft Clients | Conference Phones

UCaaS
Unified Communications as a Service
Quick. Easy. Modular.

Quick to Deploy

Comprehensive Lifecycle Services

- Consulting
- Design and Architecture
- Procurement
- Deployment
- Service Assurance
- Network Optimization

Best Technology Adoption

- Best-of-breed - Cisco UC
- Automated provisioning
- Comprehensive assurance platform
- Cisco certified & experienced implementation engineers

Easy to Adopt

Integrated UC Approach

- Intuitive user interface
- Business process integration
- Selection of UC tools

Scale as you Grow

- Flexible platform - integration with legacy/third party systems
- Capability to scale/upgrade

Modular in Pricing

Zero $ Investment & Low Opex

- No Capex for customer
- Pay-per-user per-month pricing
- Differentiated user packages - pay for what you want
- Flexibility to scale up/down user count

Auto Upgrades and "Future Proof"

Wipro's Unified Communications as a Service offers a variety of virtualized applications from its Cisco Collaboration Portfolio. In addition to telephony, these include, for example, employee presence display or the option of holding online meetings. New capabilities include seamless call transfers from fixed to mobile phones and the use of "presence" technology, such as instant messaging, to initiate audio, web and video conference calls both in and out of the office.

UCaaS delivered via Wipro ServiceNXT™ platform
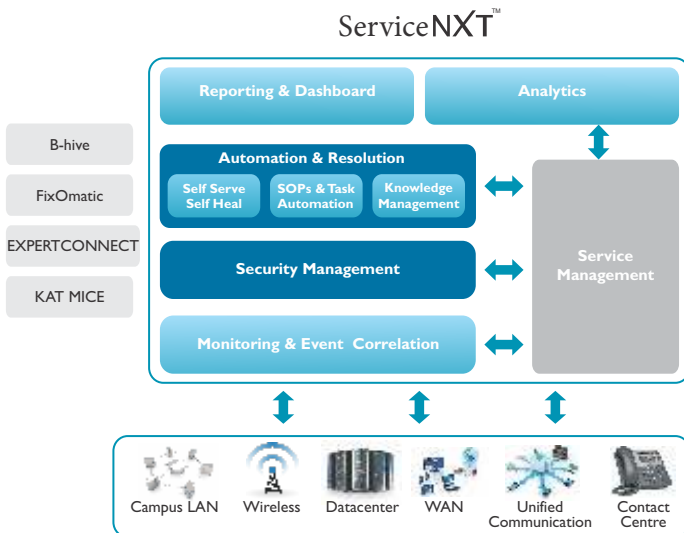
Transformation Credentials

Wipro has over 15 years of experience in design, migration, deployment and management of large scale enterprise voice solutions across the globe. Wipro Unified Communications as a Service solution framework has been developed by this experience gained on implementing high networking solutions. Wipro has deployed Enterprise Voice for approximately 200,000+ IP Phones and over 22,000+ Contact Center Agents. Wipro Unified Communications as a Service will deliver the rich functionality, scalability and reduce total cost of ownership. Wipro provides the methodology, expertise,

resources and tools to truly transform an organization's communication needs by providing:

- Centralized Call Control
- Voice Mail & Unified Messaging
- Instant Messaging and Presence features
- Integration with Microsoft Office
- Integrated Audio/Video and Web Conferencing
- Support for Emergency Calling and 911 calls for NA
- Remote Site Survivability
- Support for Analog and Fax endpoints
- Integration support for legacy PBX
- CTI/Custom Scripts Integration support
- Implementation and Program Management services
- Integration of Business Applications with Unified Communication

Global UCaaS Rollout

17500 Users, 150+ Locations

Company Profile:

- Mail Management Company – revenue $ 5.6 Billion
- Customer Business Challenges
- Discrete and End of Life Legacy TDM environment
- Frequent outages resulting in loss of revenue & productivity
- No Capex available to upgrade / replace existing system

Wipro Solution:

Wipro offered the UCaaS solution hosted out of Wipro DC on a pay per use model to transform the existing legacy environment. The UCaaS solution brought about the integration of Cisco and Microsoft desktop tools to provide integrated presence, click -to-call and unified messaging capabilities. The single, integrated voice mail system allows messages to be broadcast across the entire company.

Business Benefits:

- Lowered PSTN and Operational Cost - ROI ~25%
- Zero Capital Expenditure
- Improved Business Agility & Employee Productivity

About Wipro Ltd.

Wipro Ltd. (NYSE:WIT) is a leading Information Technology, Consulting and Business Process Services company that delivers solutions to enable its clients do business better. Wipro delivers winning business outcomes through its deep industry experience and a 360 degree view of "Business through Technology" - helping clients create successful and adaptive businesses. A company recognized globally for its comprehensive portfolio of services, a practitioner's approach to delivering innovation, and an organization-wide commitment to sustainability, Wipro has a workforce of over 150,000, serving clients in 175+ cities across 6 continents.

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