

An overhead photograph of five people in a modern office setting. They are gathered around a large white table, looking at a tablet held by one of the men. The people are dressed in business casual attire. The background shows a minimalist office with light-colored walls and wooden furniture.

CBTS Hosted Enterprise UC Overview



EdgeCon HEUC Overview Agenda

- CBTS Experience
- Hosted Enterprise UC Differentiators in the Market
- NJEdge/CBTS Fiber Architecture – Guaranteed Quality of Service
- New England Institute of Technology – Decision to move to CBTS HEUC
- Questions and Answers

An overhead photograph of five people in a modern office setting. They are gathered around a white rectangular table. One man in a blue suit is pointing at a tablet on the table. A woman in a blue dress is on the right, and a woman in a light blue shirt is on the top left. Two other people are on the left side of the table. The background is a light grey floor with wooden benches.

CBTS Experience



Why CBTS?



History

Over **100+ Years** experience in Telcom



Knowledge



Talent

Over **2,800 technical certifications** & over **650 Cisco certifications**



Experience

Over **750,000 endpoints** managed, hosted or maintained



Flexibility

Up to 100,000+ Users, CBTS can fit the needs & **solve problems** for every business



Cisco as a Leader



Gartner



Recognized as a Gartner Magic Quadrant Leader in UCaaS, Meeting Solutions, and Contact Center

Cisco 20 year partnership



- Gold Partner
- Master Specialized in Collaboration
- Master Specialized in Data Center and Hybrid Cloud
- Master Specialized in Security
- Master Cloud and Managed Service Provider

Cisco Powered Solutions



- Unified Communications as a Service
- Webex
- Contact Center as a Service
- Network as a Service
- SD-WAN

Top 10

Most Capable Partners in US

Top 13

Collaboration Partner Worldwide

2017 & 2018 Awards



2019 Awards



SLED/Health UCaaS Customers



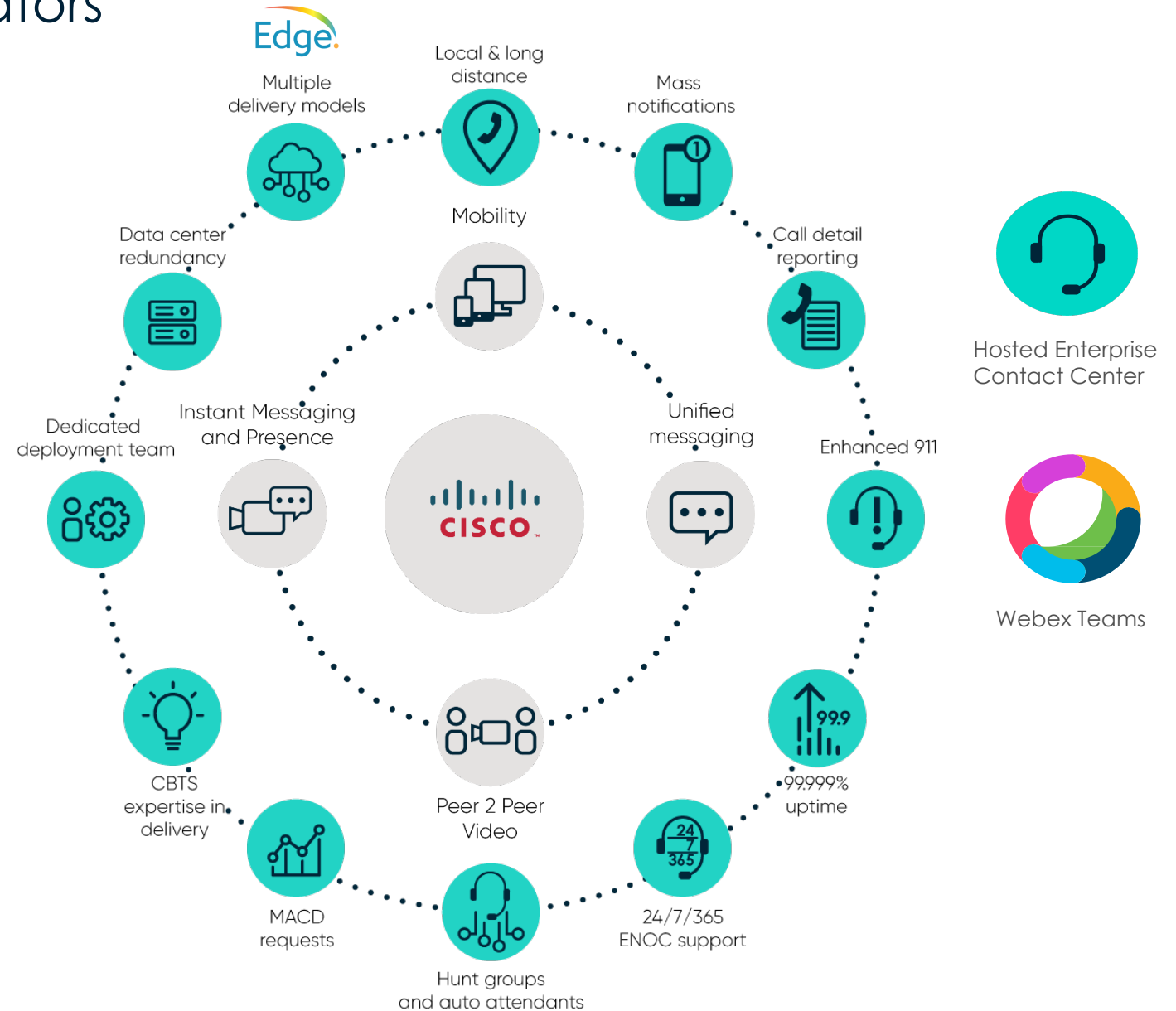
An overhead photograph of five people in a modern office setting. They are gathered around a large white table. One man in a blue suit is pointing at a tablet on the table. A woman in a blue dress is pointing at the table. Another woman in a light blue shirt is looking down. A man in a blue sweater is looking up. A woman in a patterned jacket is looking down. The background is a light gray wall and floor.

Hosted Enterprise UC Differentiators in the market

Hosted Enterprise UC - Differentiators

HEUC is powered by Cisco HCS at its core and adds a wrapper of additional Features to create a unique UCaaS solution to meet all customers' needs.

- 2018 Gartner Magic Quadrant Leader
- Utilize Current Cisco Handsets
- Informacast – Mass Notification
 - Safety is standard functionality
- Enhanced 911
 - Real Time location tracking
 - Notify and/or Conference in security personnel
 - 911 Calls Automatically recorded
- Fully Managed Service
- ServiceNow Portal/Integration
- NJEdge Connectivity
- World class professional services engineers providing design, deployment, and implementation consultation



An overhead photograph of five people in a modern office setting. They are gathered around a white table, looking at a tablet held by one of the men. The people are dressed in business casual attire. The background is a light-colored wall and floor, with some wooden furniture visible.

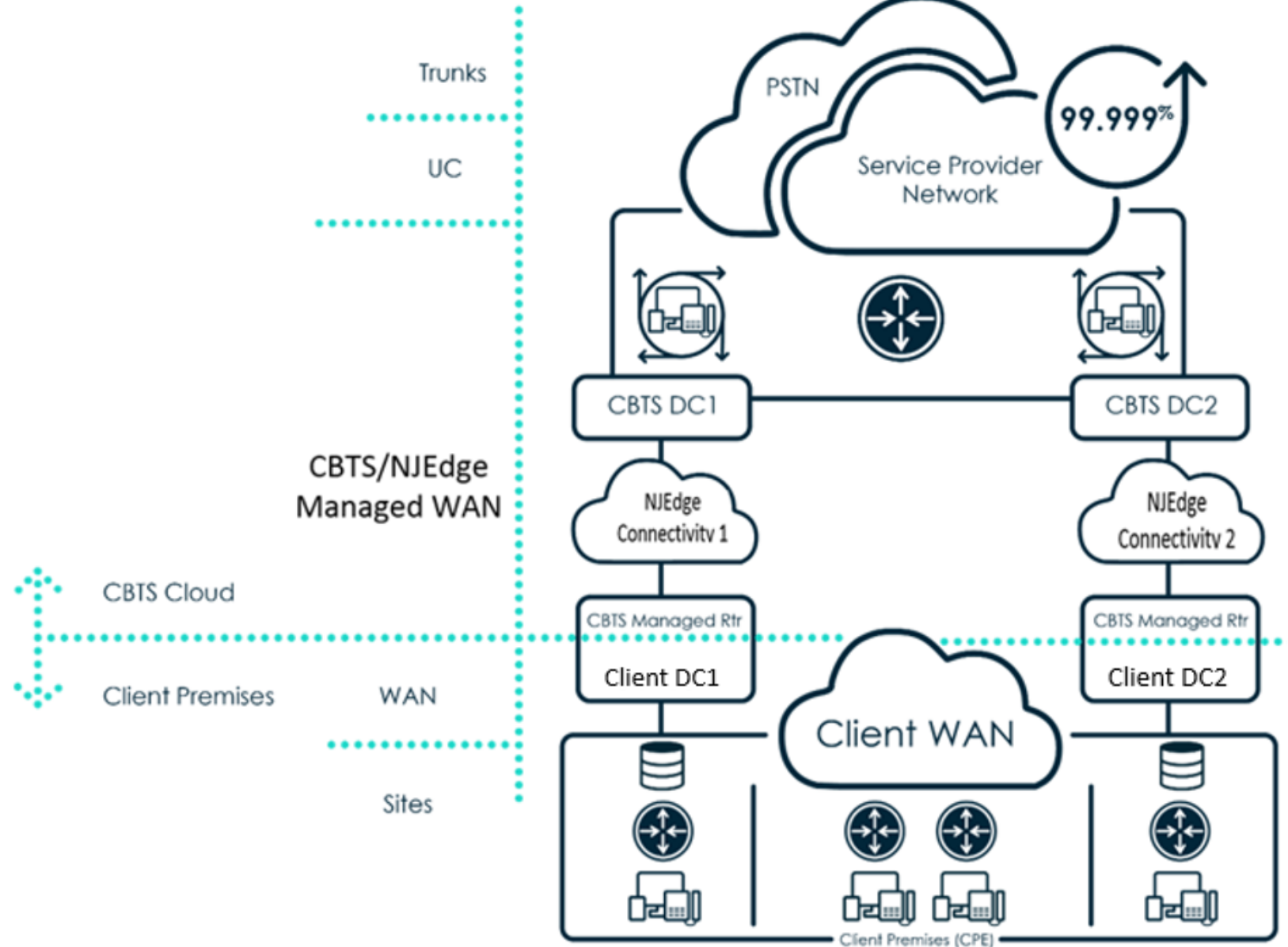
NJEdge/CBTS Architecture

Guaranteed Quality of Service



Benefits of HEUC

- Dedicated Server Environment
- Redundant Private Network Connectivity to HEUC
- Guaranteed Class of Service
- Active Directory Integration
- Enterprise Grade Security and Compliancy



New England Institute of Technology

Process on Deciding to take Voice to the Cloud



New England Institute of Technology

~ Jacques LaFlamme, CIO



Business Challenge – “We should get out of the phone business.”

- Aging on-prem Cisco phone infrastructure
- End-of-Life endpoints
- Limited Features – unable to update due to EOL endpoints



New England Institute of Technology

~ Jacques LaFlamme, CIO



New solution needed – identified 3 options

New England Institute of Technology

~ Jacques LaFlamme, CIO



New solution needed – identified 3 options



Do NOTHING

- Managed services cost remain
- Maintenance and licensing costs still apply
- Stuck with EOL phones and feature limitations
- Single point of failure
- STILL IN THE PHONE BUSINESS

New England Institute of Technology

~ Jacques LaFlamme, CIO



New solution needed – identified 3 options



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Upgrade On-Prem

- Managed services cost still required
- Maintenance and licensing costs remain
- WS(CUCM & Gateways) upgrade required
- Capital and Ops investment required
- STILL IN THE PHONE BUSINESS

New England Institute of Technology

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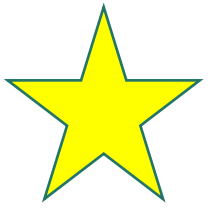
Move to UCaaS

- Phone purchase – only capital expense
- CBTS/OHSEAN partnership allowed direct peering w I2 to Ohio – resulting in low cost WAN
- OUT OF THE PHONE BUSINESS

What makes the difference?

Direct Control Over Your Data

- # CBS's data centers
- Scheduled maintenance, notified and confirmed on to 811 calls
- Fully redundant power work
- Information Mass Notification System
 - 1 year and over 5 years TCO management of the Phone system at no capital expense – phone purchase
- only (Internet) with a Guaranteed Quality of Service



Successful Cutover – December 6, 2019

- Well-organized project ✓
- Peering ✓
- Provisioning ✓
- Full Compliment of HEUC features ✓
- One check to write each month ✓
- Out of the phone business ✓



Thank You
Q&A

