

Private cloud deployment model for rapid, secure, and scalable EIM deployments

Secure presence, group chat, web conferencing integration, and federation

Purpose-built architecture to support real-time collaboration, 24x7x365

ConnectSolutions Private Cloud For Cisco Jabber XCP

ConnectSolutions is the leading private cloud provider of enterprise-class web conferencing and collaboration solutions. The ConnectSolutions global platform supports millions of users and billions of collaboration minutes, and serves as the foundation for mission-critical collaboration for some of the world's largest enterprise and government organizations.

ConnectSolutions provides rapidly deployed, fully-managed, secure environments for presence, messaging, web conferencing, virtual classrooms, and learning and development needs. The company's collaboration private cloud enables the benefits of an outsourced, hosted model, while retaining control and the flexibility to integrate with enterprise systems including single sign-on, directory services, and other applications.

About Enterprise Instant Messaging and Presence

The need for secure, real-time, synchronous communication between two or more people is driving adoption of the next generation of enterprise communication technology—enterprise instant messaging (EIM). Just five years ago, public instant messaging (IM) was being used throughout corporations by employees nearly twice the rate as IT organizations were enabling their employees. The business need and desire to retain a secure computing environment forced IT departments to begin to notice. As the pace of business and operations has increased, EIM's role has emerged as a fundamental tool for today's workforce.

EIM In the Enterprise

For large enterprise organizations, EIM provides a powerful communication tool. As a company grows, communication becomes exponentially more difficult to conduct and manage effectively. The possibilities for reaching the wrong people or people who are unavailable multiply with each employee added. Once the organization goes global, time zone delays and language difficulties enter the communications landscape. Each passing second that voicemail or email goes unanswered can make the difference between profit and loss.

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EIM In Government

Government entities have a mission-critical need to securely share information and interact across non-traditional organizational boundaries. The defense community coordinates with coalition nations as well as non-governmental organizations (NGOs) that serve as part of civil-military missions and contingency operations. Homeland Security and the intelligence community rely on the sharing of information and context to address the volume of raw data that comes into the various agencies. Disaster response requires massive coordination between various state and local agencies.

Cisco Jabber XCP Overview

Cisco Jabber XCP is the industry leading platform for messaging and presence-enabled applications and services. Cisco Jabber XCP includes all the advantages that come with using the most scalable, extensible, highly available, and secure presence and messaging platform in the industry.

Cisco Jabber XCP's EIM capabilities include:

- **Presence:** Presence is the foundation that enables real-time collaboration. With presence, users can see who is available, willing, and able to communicate.
- **Persistent Group Chat:** Industry-leading, permanent, on-line, multi-user chat rooms to boost productivity and enrich the collaboration experience. These virtual conference rooms can be set up in an instant and are open at all times; presence ensures instant access to available team members.
- **Collaboration:** Users can initiate a chat, phone call, web conferences with Adobe Connect, or whiteboard session; even use file transfer to work together in near real time on a calendar, spreadsheet, or other application.
- **Federate Across IM systems:** Cisco Jabber was the first provider to enable interoperability across IM systems through its server-to-server capabilities. In addition to communicating natively with users via Extensible Messaging and Presence Protocol (XMPP), Jabber XCP users can communicate with IM users in other communities through any combination of four gateways: AIM®, Microsoft®, IBM® Lotus® Sametime®, and Internet Relay Chat (IRC).
- **Support Multiple Protocols:** Built on the widely deployed XMPP standard, Jabber XCP can communicate with virtually any protocol, including Session Initiation Protocol (SIP) for Instant Messaging and Presence Leveraging Extensions (SIMPLE), Instant Messaging and Presence Service (IMPS), and more.

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Scalable and Secure

To meet the demands of Fortune 100 enterprises, federal intelligence agencies, and state and local agencies, Cisco Jabber XCP has been proven to support more than a million concurrent active users. Jabber XCP performs outside the laboratory as well with enterprise customer installations in the hundreds of thousands of active users.

Scaling to support millions of users is important only once security can be assured. Cisco Jabber XCP provides comprehensive recording and archiving capabilities to ensure records are kept of all chats, messages, and conference room proceedings. Jabber XCP also works with many third party compliance tools available on the market.

Rapid Deployment and ROI with ConnectSolutions

The combination of ConnectSolutions Collaboration Private Cloud and Cisco Jabber XCP provides a purpose-built architecture used to support hundreds of thousands of users and millions of interactions every month. A dedicated private cloud provides a turn-key architecture, support model, and enablement best-practices to ensure a scalable, secure, and integrated EIM solution. This model includes the ability to deploy within a FISMA-compliant datacenter for government agencies, allowing rapid availability at lower total cost-of-ownership.

ConnectSolutions platform is optimized specifically for real-time web communications. It consists of data centers located near major internet access points to ensure high-performance and reliability, including multiple locations in North America, Europe, and Asia Pacific. Each facility is staffed, 24 hours a day, seven days a week. To gain access to any facility, one must be on the approved-access list managed by the ConnectSolutions security team. Badge/Photo ID access screening as well as biometric access screening are employed for an added level of security. All visitors are required to pass through multiple levels of security and are required to be escorted at all times. Sensitive security areas within the centers are protected by motion sensors and security breach alarms. Video cameras installed throughout the centers are continuously monitored by security personnel.

The Collaboration Private Cloud provides the most cost-effective solution for organizations making strategic investments in real-time collaboration including EIM and web conferencing.

About ConnectSolutions

ConnectSolutions is the leading managed services provider of enterprise-class web conferencing and collaboration solutions. The company's platform is used by leading global enterprise and government organizations that require reliable, scalable, and secure real-time collaboration. For more information, visit www.connectsolutions.com.