HCL's Unified Communications as a service (Ucaas) Engineering

Any way. Any time. Anywhere.
Unified Communications on your terms.

HCL

INDUSTRY OUTLOOK

In today's IT landscape, unified communications is driving a paradigm shift in terms of both technology and economics.

Enterprises are now looking at unifying various communication tools and integrating new architecture through sophisticated and secure technological solutions over virtualized platforms.
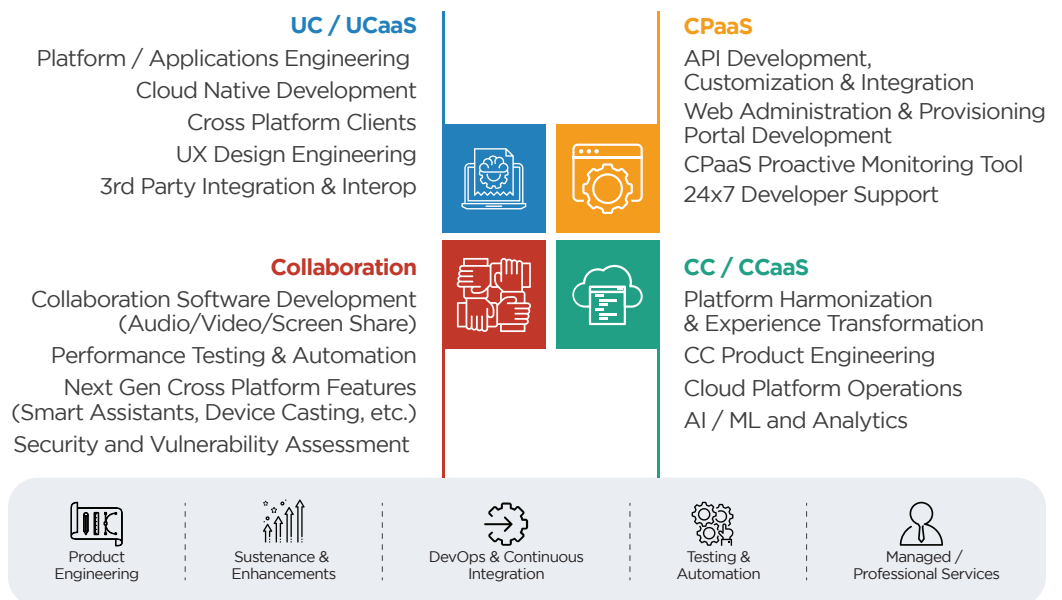
With the services tightly linked to the user, unified communications provide unprecedented levels of personalization and control over the communications experience.

BUSINESS CHALLENGES

- Complex to use: The technology enabling today's meetings must be easy to install and intuitive to set up and use. It must "just work" without any hassle, supporting the different ways that users want to interact with one another.

- Difficulty in Deployment: Legacy platforms present various ongoing challenges as they are expensive, complex to manager, requiring trained personnel and often maintenance contracts with vendors. A hosted service is easy to deploy for the IT organization.

- High TCO: Businesses of all sizes are constantly seeking to do more while spending less. Companies moving to a hosted model for unified communications and collaboration have experienced overall cost reductions of 80 percent or more, through lower capital expenditures (capex) and lower operating expenditures (opex).

- Supporting Mobility and a broad mix of devices: Most legacy phone systems and video conferencing platforms were designed prior to the mobile era, and legacy, premises-centric enterprise vendors have been slow to adjust to the changing needs of the workplace. It has been the province of suppliers like HCL to build software based unified communications and collaboration solutions for service providers with mobility in mind.

- Finding the right provider: When evaluating options and choosing a provider, businesses will want to consider – supplier's experience of managing networks, support of mixed devices, a comprehensive & easy to use features & TCO.

HCL'S UNIFIED COMMUNICATIONS & COLLABORATIONS SOLUTIONS – TAILORED FOR THE WAY YOU WORK

25+ Years of Experience in UC & CC Domain

Unique Partnership Ecosystem & Strategic Alliances

Industry Proven Solution Accelerators & Frameworks

Multi Service Delivery (Product Engineering, Managed /Professional Services)

Investment Across Global Labs and Innovation Centers

Strong Engineering Skills & Experienced Consultants (1000+)

Innovative Business Models – Co-Investment and Co-Innovation

UC / UCaaS
Platform / Applications Engineering
Cloud Native Development
Cross Platform Clients
UX Design Engineering
3rd Party Integration & Interop

CPaaS
API Development, Customization & Integration
Web Administration & Provisioning Portal Development
CPaaS Proactive Monitoring Tool
24x7 Developer Support

Collaboration
Collaboration Software Development (Audio/Video/Screen Share)
Performance Testing & Automation
Next Gen Cross Platform Features (Smart Assistants, Device Casting, etc.)
Security and Vulnerability Assessment

CC / CCaaS
Platform Harmonization & Experience Transformation
CC Product Engineering
Cloud Platform Operations
AI / ML and Analytics

Product Engineering | Sustenance & Enhancements | DevOps & Continuous Integration | Testing & Automation | Managed / Professional Services

WE'VE TAKEN UNIFIED COMMUNICATIONS TO A NEW LEVEL WITH OUR RICH SOLUTION ACCELERATORS

HCL Cloud Works – E2E Automation

Cloud Works application brings to life, the art of possibilities on automation to accelerate and ease the deployment & management of Microservices application on Kubernetes cluster on chosen Cloud Platform

webRTC SIP Adaptor

Adaptor for webRTC to SIP inter-working.

Enables communication between browsers and native app running on mobile devices.

Easy to use APIs for integrating with Web Applications.

webRTC Based Multi Channel Contact Center Plugin

Innovative solution that delivers an IP based contact center with personalized communication using Chat, Voice, Video, Screen Share and more in the same session across all mobile and desktop OS platforms

UC & CC Test Automation Framework

Single test automation framework for web, desktop and mobile based clients (Windows, iOS, Android and BB). Supports E2E automation with multiple Clients, IP Phones, Call Servers, SBCs, Switches and Cloud Services

Performance Testing Framework for UCaaS

Leverage existing clients (web, desktop, mobile) to generate traffic pattern/behavior. Key focus areas:
- Load Generation & Stress Testing
- Performance Engineering
- Benchmarking Reporting & Analytics

EXPERIENCES ENGINEERED FOR OUR CUSTOMERS

1

Product Engineering Ownership for a Global Telecom OEM
- UCC Collaboration Suite and 10 other Products including New Releases and Product Support
- UCC Applications (On Prem & Cloud) including Desktop, Web, Mobile Clients and API
- Containerization of Collaboration Solution for Cloud Deployment
- SIP Endpoints Sustenance, Features Enhancements and Proprietary Protocol Features

2

R&D Ownership for a Global Cloud UC Provider
- Collaboration Software Development (Audio / Video / Screen Share) across Web, Mobile and Desktop platforms
- Mobility and Desktop App Development for Meeting Solutions
- Test Automation (Clients & Server) – Functional, Audio Quality and Network Impairments
- User Experience Design and Engineering

3

Global Developer Support for a leading CPaaS Platform
- Currently handling 1000+ tickets per month – spanning support operations for CPaaS platforms, WebRTC gateway, API/SDK, etc.
- 100% SLA Compliance and YoY productivity improvement initiatives leading to steady increases in NPS/CSAT
- Key Value Adds: Multi Channel Engagement, Auto Resolution through Answer Bots, Ticketing Tool Customization, Android / iOS Debugging Apps

4

Next Gen Contact Center Implementation for a leading FS
- COVID-19 Rapid Response: Development of Voice / Chat bot on Google CCAI (Dialogflow)
- IVR Implementation on Genesys PureCloud
- Twilio based Agent Desktop Development – UX Customization, 3rd Party Tools Integration, Ease of Development and Low Maintenance Efforts

HCL