

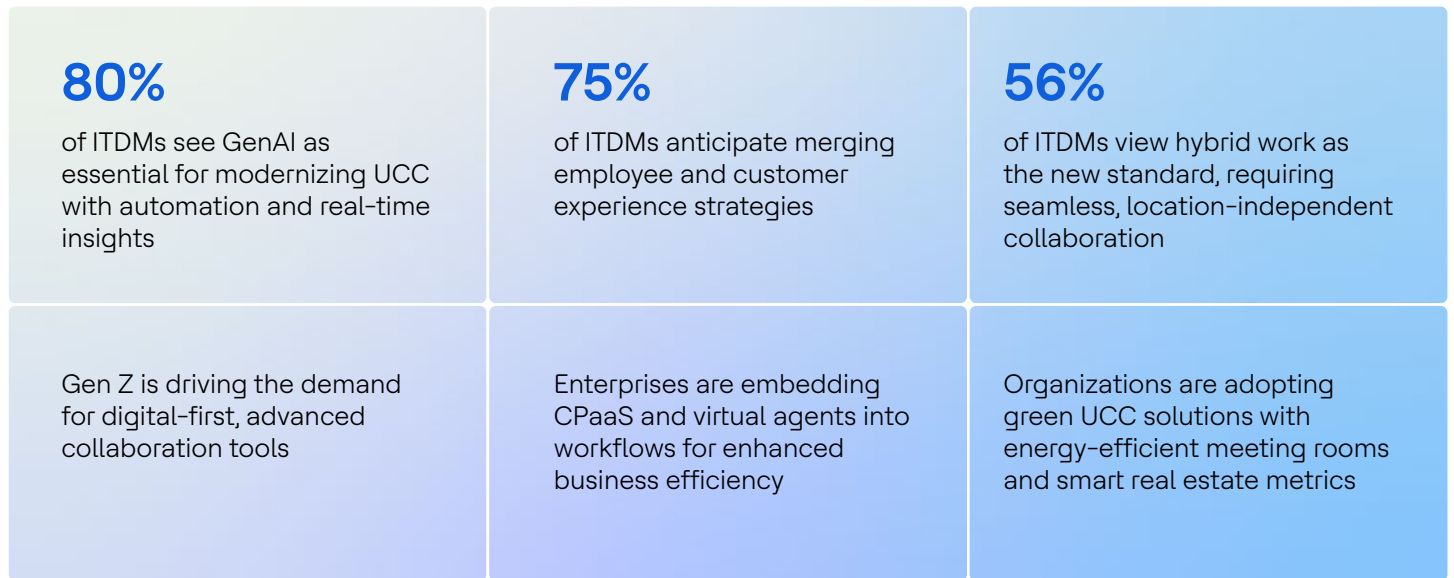
# Transforming enterprise collaboration with AI-powered UCC solutions

Seamless communication, smarter workspaces and better employee engagement



# Evolving Market Trends in UCC

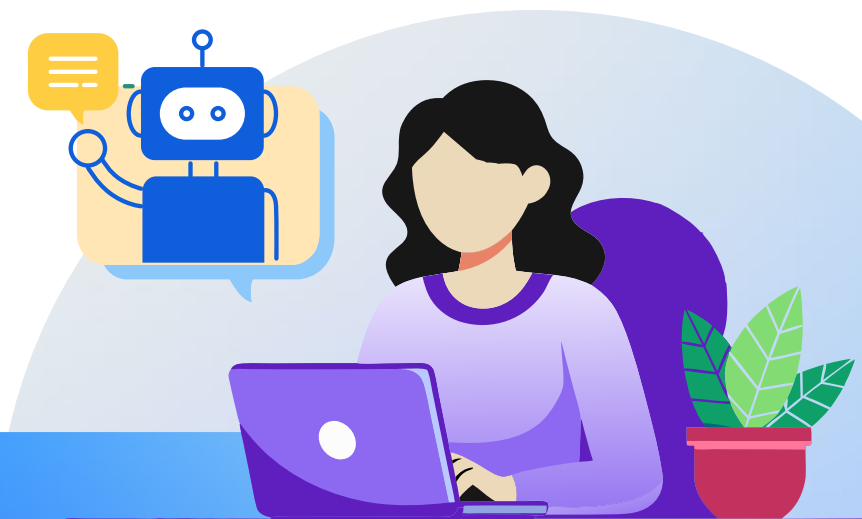
The Unified Communications and Collaboration (UCC) landscape is rapidly evolving and driven by AI, hybrid work, new workforce and business efficiency requirements. Enterprises must adapt to these shifts to stay competitive and enhance workforce productivity.



## Introducing Collab360: The AI-powered solution redefining collaboration

Enterprises are modernizing their Unified Communications and Collaboration (UCC) ecosystems, facing challenges like limited expertise, high costs and managing multiple vendors. With a global and mobile workforce, staying connected has become more critical than ever.





Introducing Collab360—a smart, scalable and AI-powered collaboration solution designed to address these challenges. Collab360 enables organizations to create seamless collaboration, intelligent workspaces, and enhanced employee experiences—all within a unified platform. As the UCC landscape evolves, Collab360 empowers enterprises to stay ahead by offering an integrated, future-proof solution.



### What is Collab360?


Collab360 is an experience-driven, comprehensive UCC solution that integrates AI, automation, and business extensibility to modernize enterprise collaboration. It eliminates the complexities of managing multiple platforms and fragmented experiences, delivering a future-ready solution for businesses of all sizes.

# Core modules of Collab360

 <p><b>Collaboration hub</b></p> <p>AI-powered meetings, chat, telephony and personal collaboration tools for seamless team communication</p>	 <p><b>Connected workplace</b></p> <p>Hybrid-ready workspaces with smart scheduling, digital signage and visitor management for efficient, connected environments</p>
 <p><b>Event and webcast</b></p> <p>End-to-end planning, execution and analytics for virtual, hybrid and enterprise events—bringing the best experiences to all participants</p>	 <p><b>Enterprise experience</b></p> <p>CPaaS-driven business extensibility, AI-powered virtual agents, bots and employee engagement tools that enhance communication and productivity</p>

# Services that power Collab360

To ensure a seamless UCC transformation, Collab360 is backed by a suite of expert-driven services. These services help enterprises plan, implement, manage, and extend their collaboration ecosystem, driving maximum adoption, performance, and business alignment for enterprises of all sizes.



- ConsultCollab** – Strategic UCC consulting and advisory  
Expert guidance on technology strategy, vendor selection, cost optimization, and compliance to modernize enterprise communication.
- TransformCollab** – Seamless deployment and integration  
AI-driven migration, deployment, and integration of UCC solutions with existing business applications and workflows.
- ManageCollab** – 24/7 AI-powered monitoring and support  
Proactive issue resolution, real-time analytics, and XLA-driven support to ensure smooth UCC operations and an optimal user experience.
- ExtendCollab** – AI and business extensibility  
Seamless integration with business applications, AI-powered virtual agents, workflow automation, and custom analytics to enhance enterprise collaboration.

# Rendezvous amplifies UCaaS

An AI-powered intelligent monitoring and automation tool

Rendezvous simplifies and modernizes UCC operations by providing a platform for discovery, monitoring, and automation. With its in-depth supervision and efficient monitoring of UCC systems, it ensures seamless operations and timely problem-solving. By leveraging AI capabilities, Rendezvous helps optimize UCC monitoring and automation, thereby reducing operational costs and enhancing overall efficiency.



## Platform agnostic

Single pane of glass to monitor and manage multiple UC&C platforms, users and devices



## Proactive monitoring

24x7 monitoring of UC&C platforms, meetings and call quality and device health through bots



## Alerting

Create incident through ITSM integration and send notification to IT teams when platform or devices are down, or call quality is bad



## Insights and analytics

Get real-time insights and actionable analytics on usage and performance to take data-driven decisions



## Manage and automate

Manage & automate UC&C platforms, users and devices from the single pane of glass helping IT teams in optimizing operational support

# The business benefits of Collab360

Enterprises need more than collaboration tools—they need intelligent, scalable, and cost-effective solutions that enhance productivity and streamline operations.



## Unified experience

Eliminates tool switching by bringing meetings, chat, telephony, and workspaces into a single, AI-powered platform.



## AI-powered productivity

Boosts efficiency with AI-powered virtual assistants and bots, meeting summaries, sentiment analysis, smart workflow automation, etc.



## Seamless business integration

Enhances workflows with CPaaS-driven extensibility, enabling UCC integration with enterprise applications for smarter operations.



## Cost optimization and operational efficiency

Reduces IT complexity with a single-provider model, lowering TCO and operational expenses while improving ROI.



## Enhanced employee experience

Supports hybrid and remote work models with AI-enhanced collaboration, smart workspaces, and employee engagement tools.

# Industry-specific solutions with Collab360

Collab360 adapts to diverse industry verticals' unique communication and collaboration needs, ensuring seamless integration, productivity enhancement, and AI-powered efficiency across different business environments.

## Banking and financial services



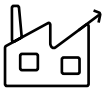
- Secure, AI-powered collaboration for real-time financial consultations and virtual advisory services
- Integrated UCC with CRM systems for seamless customer interactions



## Healthcare

- AI-powered telehealth solutions for remote patient consultations and collaborative diagnosis
- Virtual agents and automated scheduling to enhance patient engagement and reduce administrative workload

## Manufacturing



- Real-time remote collaboration for engineering teams and global production planning
- AI-powered communication tools for on-site teams to coordinate logistics, safety updates and production workflows



## Retail and ecommerce

- Integrated communication tools for real-time customer support across digital and in-store channels
- AI-powered workforce collaboration for inventory management, store coordination, and logistics

## Why HCLTech:

### The trusted partner for your UCC transformation

- 1 Global expertise and proven track record
- 2 AI & automation driven innovation
- 3 End-to-end UCC solutions provider
- 4 Tailored solutions across industries
- 5 Robust partner ecosystem
- 6 10k+ UCC-certified resources
- 7 Rendezvous – our proven framework for seamless monitoring and management
- 8 Scalable and future-ready solutions



# HCLTech | Supercharging Progress™

HCLTech is a global technology company, home to more than 220,000 people across 60 countries, delivering industry-leading capabilities centered around digital, engineering, cloud and AI, powered by a broad portfolio of technology services and products. We work with clients across all major verticals, providing industry solutions for Financial Services, Manufacturing, Life Sciences and Healthcare, Technology and Services, Telecom and Media, Retail and CPG, and Public Services. Consolidated revenues as of 12 months ending December 2024 totaled \$13.8 billion. To learn how we can supercharge progress for you, visit [hcltech.com](https://hcltech.com).

[hcltech.com](https://hcltech.com)

