

CONNECTED DIGITAL EXPERIENCE

Powered by Webex Teams

PIVOT'S UNIFIED PORTFOLIO OFFERING

Through our Unified Portfolio, we deliver solutions across the full lifecycle of our customer's technology investments.

SERVICE CHANNELS

-  Integration
-  Professional
-  Deployment
-  Workforce
-  Managed

SOLUTION DISCIPLINES

-  Workplace
-  Digital Infrastructure
-  Security
-  Cloud
-  Emerging Technology

SERVICES VALUE STREAM



WEBEX TEAMS AND PIVOT

As the workforce becomes increasingly mobile and global, organizations must rethink the tools they use for collaboration. While geographically dispersed teams have a wide range of solutions and services to choose from, they lack a unified collaboration experience that integrates with business processes and workflows. Teams waste valuable time exchanging access codes, downloading apps, emailing files and grappling with balky technology.

As a long-time Cisco gold partner, Pivot Technology Solutions delivers Webex Teams to help organizations overcome these challenges. With Webex Teams, Cisco has erased the boundaries between collaboration tools, enabling teams to call, meet and exchange messages and files in a way that's seamless and intuitive.

Webex Teams is a cloud-based, app-centric service that includes everything teams need to collaborate and share content. It can also be integrated with phone systems, room-sized video conferencing solutions and other on-premises equipment so organizations can maximize their existing investments. The Webex Teams app can be used on any desktop or mobile device content, as well as desk phones that are connected to the Webex Teams service. The unique Webex Teams Board extends the app to a smart whiteboard that allows users to wirelessly present conduct video and audio conferences, and capture notes and information.

The major challenges to your organization will be simplifying the complexity of integrating and driving adoption across multiply sets of demographics - Pivot's Unified Services Portfolio accelerates time-to-value by maximizing user adoption of Webex Teams with a proven set of techniques applied during implementation. Pivot's team of software delivery experts will customize and integrate Webex Teams into your unique workflows.



HOW WEBEX TEAMS WORKS

Webex Teams simplifies collaboration by focusing on three core activities:

MESSAGING:

enables simple, spontaneous communication with anyone, including customers and partners. Users simply choose a name from the company directory or enter any email address.

MEETINGS

create digital workspaces in which teams can communicate, collaborate, and create and share content. Organizers can easily invite others and participants can join from any device or location. Information is captured and stored in one location for easy access before, during and after the meeting.

CALLING

leverages Cisco's cloud-based phone system so users can make and receive calls from the Webex Teams app or any Webex Teams-connected phone. The service can reach any landline or mobile phone as well as any Webex Teams user.

The Webex Teams app gives users access to these capabilities and enables them to move seamlessly from one to another across multiple devices. For example, a click turns a phone call into a video meeting, and a swipe moves the video call from a mobile device to a room-based video conferencing system.

Webex Teams Hybrid Services connect on-premises phone systems and calendar servers with the Webex Teams cloud, so users can access meetings and messaging via a desk phone and easily invite others to a meeting. Webex Teams Room Kit and Room Kit Plus convert room-sized video conferencing systems into powerful video collaboration platforms.

Cisco did not skimp on security in creating Webex Teams. The service encrypts messages, files and conversations on a user's device before sending them to the cloud. The content remains encrypted until it is decrypted on the recipient's device. Cisco also offers an extra level of security by limiting access to authorized and authenticated recipients.

INTEGRATED SERVICES MAXIMIZE VALUE

Pivot provides end-to-end services that are focused on the user experience. Collaboration experts help you identify specific pain points and use cases, and develop a plan for integrating Webex Teams into your business processes and existing technology assets. Software delivery experts then use Agile development processes and an API-centric approach to bridge the gap between your business processes and the collaboration technology. Pivot also offers fulfillment and deployment services to streamline the rollout of mobile devices and the implementation of Webex Teams.

Pivot's managed services team utilizes Webex Teams to train, enable and support your user community through engaging live sessions, delivering knowledge and confidence by leading them through the experience. An analytics engine creates scorecards that help you understand adoption rates, consumption trends and user experiences, so you can define new use cases, identify areas of improvement and justify your technology investments.

WHY WEBEX TEAMS?

Messaging: Persistent chat, content sharing, iteration

Meetings: Before/during/after-meeting messaging and content

Calling: Make calls within or outside organization via the PSTN

Application Integration: APIs

Pivot Services: Integrations

Webex Teams Hybrid Services: Cloud + On-Prem



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