

COLLABORATION CONSUMPTION

A Consumption-Based Solution that Aligns
Technology to the Business

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

-  →  →  →  → 
- Assess Design Implement Manage Optimize

The modern workforce has created both opportunities and challenges for businesses. The advantages include improved productivity and the ability to tap into a talent pool without geographic boundaries. In order to reap these benefits, however, organizations must ensure that virtual teams can communicate and collaborate effectively. Not surprisingly, almost 70 percent of IT professionals surveyed by Spiceworks said that collaboration is a high priority or even essential to their organization's business strategy.

Pivot Technology Solutions provides a cloud-based service that delivers advanced collaboration capabilities in a flexible consumption model. Unlike traditional on-premises systems, and even some Unified-Communications-as-a-Service (UCaaS) solutions, Pivot's service requires no upfront capital outlays for phones, video endpoints or activation services. Upgrades, ongoing management and replacement of failed endpoints are also included in the predictable monthly cost.

Pivot's turnkey solution offers simplicity, agility and scalability in an enterprise-class collaboration service managed by a team of experienced professionals. The financial model enables organizations to better align technology spending with business initiatives.

Pivot has defined standard "persona-based" feature sets and endpoint packages that make it easy for customers to choose a solution that meets the collaboration needs of their workforce. However, Pivot also recognizes that there will always be unique use cases. Pivot provides options to upgrade to enhanced endpoints or advanced feature sets with only minimal additional monthly cost per user.



PERSONA-BASED SUBSCRIPTIONS

Pivot's persona-based subscriptions range from basic voice for a single-line endpoint to full-featured UC services supporting up to 10 devices per user. The solution makes it easy to select services for the most common requirements yet provides the flexibility and agility to meet evolving business demands and the ever-changing ways people work.

Financial Benefits:

- Predictable monthly cost per user
- Easy allocation of costs to departments or lines of business
- Eliminate spare endpoints and expensive annual maintenance contracts
- Simplify the budgeting process for collaboration technology

SOLVING THE COLLABORATION CONUNDRUM

Few organizations have developed a unified strategy for collaboration. In a recent Spiceworks survey, almost all (92 percent) of respondents have deployed or are considering multiple collaboration solutions, and 66 percent are using multiple providers. The average organization uses more than four different solutions across three different providers in an attempt to meet the high demand for collaboration.

Because of this fragmented environment, IT professionals are in the dark about the true total cost of ownership (TCO) of collaboration. A surprising 56 percent of IT decision makers surveyed don't know how much they're spending on licenses or subscriptions for collaboration and conferencing solutions. Respondents also stated that TCO far exceeds subscription and license fees. Other costs include deployment troubleshooting and management, the infrastructure to support the solution, connectivity, and training.

Managing multiple systems not only increases costs, but also creates other headaches for IT professionals including service quality issues and management challenges. The user experience is often hampered by dropped or disconnected conferences, security restrictions that prevent file sharing, poor video quality, and compatibility issues, among others.

A unified collaboration platform resolves these issues, providing a consistent user interface and comprehensive functionality across the enterprise. A consumption-based financial model simplifies budgeting and makes it easy to calculate the TCO of the solution.

PIVOT'S SOLUTION

Built on an industry-leading collaboration platform, Pivot's collaboration consumption service is an end-to-end solution with all necessary components included for one monthly payment. One subscription-based package provides unified communications, collaborative meetings and customer experience solutions, along with endpoints, management, end user support and PSTN connectivity. Customers pay for the exact services, feature sets and endpoints they need, with no excess capacity.

Complicated subscriptions, licenses and maintenance contracts are replaced with one simple agreement. In addition to eliminating upfront expenditure, our solution makes it easier for IT to allocate a cost per user back to the business.

Customers can use Pivot's collaboration consumption service to consolidate existing services or as an easy means to transition from depreciated on-premises equipment. The solution can be integrated with many existing on-premises collaboration environments, with hybrid service connectors that connect distributed workers with headquarters systems for a corporatewide experience. Pivot's Software Center of Excellence can also deliver custom integrations to connect disparate toolsets and applications into efficient workstreams.

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