



## Collaboration



# Improve productivity with next-generation platforms

A truly collaborative environment transforms the way work gets done. From video conferencing to virtual whiteboards, your teams want to connect faster and work smarter.

Our expertise in web conferencing and collaboration platforms brings people and tools together to improve productivity, communications and problem-solving. We start the conversation with end-goals – not product pitches – architecting custom solutions to meet your needs. But finding the right collaboration tools is just the beginning. Our end-user adoption practice works with you to communicate and effectively train your user community. We ensure that the solutions are embraced and business benefits are fully recognized.

### Questions to consider:

- › How do you collaborate?
- › Is increasing productivity and cohesiveness a priority?
- › What collaboration solutions do you have in place for your knowledge workers?
- › What additional functionality do you want to bring in?



**We bring people and tools together to improve productivity, communications and problem-solving.** - Garrick

Barnett, Senior System Engineer

### We offer:

- › Unified communications, including voice and video
- › Conferencing (WebEx, Cisco Meeting Server)
- › Video collaboration (including integrated services)
- › Persistent and instant messaging
- › Contact center (Contact Center Express, CJP, call recording, workforce management, IVR)
- › Endpoints (WebEx room systems and cloud devices, IP phones, faxing, etc.)
- › Physical security and access control
- › Professional implementation services
- › Managed services (covering all technologies)

### WHAT SETS US APART

- › Expertise in unified communications, conferencing, video, messaging and more
- › Fully customized end-user adoption services
- › Audio-visual integration services
- › Custom contact center development to integrate with ERP and other applications
- › Integrated cloud and PSTN that is easy to install and manage

### WHAT YOU CAN EXPECT

- › Increased problem-solving and productivity
- › Improved meeting experiences and reduced meeting times
- › Reduced travel costs and time
- › Higher user-adoption to maximize your return

## Unified communications

Diverse communication styles call for diverse communication channels. Our Unified Communication solutions connect voice, video, data and mobile applications, including:

**Cisco WebEx Teams**

**Jabber**

**Cisco Unified**

**Communications Manager**

**Cisco Webex Calling**

(ANM provides both call control and PSTN, including one invoice)

**Mobility**

**Expressways**

**Emergency Responder**

### END USER ADOPTION

ANM provides in-depth training to get end users up to speed with our solutions. This maximizes use and productivity, which helps you achieve your desired business goals.

## Conferencing

Seamless virtual connections are a must in today's dispersed organizations. Our conferencing solutions are high-touch, visual and easy to use, including:

**Cisco WebEx Meetings**

**Cisco WebEx Support**

**Cisco WebEx Events**

**Cisco Meeting Server**



## Contact center

Today's customers expect instant, personal support at every touchpoint. Our contact center solutions empower your agents to answer customer queries through email, chat, phone or social media from one screen. Technologies include:

**Cisco Unified Contact Center Express**

**Cisco Customer Journey Platform**

**Call Recording**

**Workforce Management**

**Interactive Voice Response**

## Collaboration endpoints

Award-winning devices make virtual collaboration even more lifelike. Our collaboration endpoints maximize the taxed workspace, turning monitors into meeting rooms and huddle rooms into a high-end video experience. Sample solutions include:

**Cisco WebEx Board**

**Cisco WebEx Room Series**

**Cisco WebEx Share**

**Cisco IP Phones**

We'd love to hear from you.

