What is Amcom Cloud Collaboration (ACC) and why should I care?

Brett Looney - THETA 2015
What is ACC?
But what is HCS
Cisco reference design for multi-tenant Unified Communications

- Uses the standard UC platform
- One instance per customer
- Multi-tenant self-care portals
  - End User
  - Administrator
- Consumption based licensing
So what! Why is ACC different?
Onboarding & project Mgmt

Online training videos

Flexible network options

Redundant Data Centres

Additional self service options

Additional productivity tools
But I like my on premise solution
“Cloud is better than On Premise”

- No Upgrade cost
- No Hardware cost
- No Data Centre cost

But you still get:
- Redundancy including on premise options
- Flexibility
  Architecture is the same as on premise UC suite

And you can scale up & down
Frequently Asked Questions

- Will you force me to upgrade?
- Can I keep my existing equipment?
But I don’t want to lose control
Are There Hidden Costs?

We bill per users, per month
  • Four different licenses
  • Remember - scale up & down
  • Upgrade or downgrade user licenses at will

Onboarding & equipment costs
  • Can be CAPEX if you like
  • Or can be rolled into the per month bill
  • Flexibility is key
TCO Example

On-Premise Hardware / Licensing

Pay for what you use

ACC
What are customers saying.
Mining Sector Clo

Women suddenly found me attractive
I lost 10 kilograms
Banking Customer Experience Manager

I got a puppy!
But really... What are customers saying
We really like ACC as it’s been a great fit for what we want to do, and we really like the integration with our Contact Centre.
The introduction of ACC has given us greater flexibility, particularly extension mobility. The management of our contact centre is also so much easier.

Government of Western Australia
Department of Finance
We see this as the next generation of communication tools that are ideally suited to our customer base.
ACC gives us the ability to run our programs across a massive regional footprint, regardless of device, very cost-effectively whilst being future-proofed.
9 months of planning

13,000 endpoints

Integration with on-prem systems

6 week cutover
The less differentiation provided by IT the more it should be externally sourced.

Services provided to the highest common denominator.

Exorcise the must-do-it-ourselves culture.

Be the experts in the use of technology, not in the support of it.
Questions?