

YOUR GO-TO CISCO PROVIDER

CISCO SOLUTIONS, EQUIPMENT AND SUPPORT –
ALL FROM A SINGLE PROVIDER YOU KNOW AND TRUST



West is a leading provider of Cisco-based unified communications and collaboration solutions. Through rigorous testing and validation processes, our team has demonstrated the ability to deliver superior services and support, earning several elite Cisco certifications and awards.



WE DELIVER CISCO SOLUTIONS THE WAY YOU WANT

While our specialty is hosted cloud services, we can deliver services the way you want them - hosted, on-premises or hybrid. West provides a wide variety of Cisco collaboration solutions, including:

- Cisco HCS (as part of VoiceMaxx CE)
- Cisco HCS for Contact Center (as part of Cloud Contact CE)
- Cisco Cloud Connected Audio (CCA-SP)
- Cisco WebEx
- Cisco Jabber
- Cisco Collaboration Meeting Rooms (CMR)
- Cisco Spark and Spark Hybrid
- Cisco Unified Workspace Licensing (CUWL)



West's proven ability to deliver Cisco-based solutions has earned us a top spot in several areas:

- The world's leading Cisco WebEx provider
- The world's leading Cisco CCA-SP provider
- The world's leading Cisco Spark Message & Meet provider
- The leading Cisco HCS provider in North America



West has achieved multiple Cisco Powered Service designations:

- The world's first certified Cisco Spark Service Provider
- Cisco Powered Managed Business Communications
- Cisco Powered UC as a Service Based on HCS
- Cisco Powered Contact Center as a Service Based on HCS

West was also awarded with the title "2017 Cisco Service Provider of the Year" for the Americas region by Cisco.

LEADING THE WAY IN UCaaS

Gartner has ranked West a Leader in the Unified Communications as a Service (UCaaS) Magic Quadrant for six consecutive years, specifically citing VoiceMaxx CE, which includes Cisco HCS, as our lead UCaaS offer.

EXCELLENT SERVICE BEGINS WITH THE NETWORK

A typical corporate network is built piecemeal over a number of years and can greatly impact voice quality of service and the deployment of other applications that drive business growth. Our Maxxis MPLS network is a converged, all IP, fully managed solution that offers flexible service delivery utilizing multiple Tier 1 carriers to ensure wide geographic coverage, a complete choice of network interfaces to suit business needs, and a level of resiliency that is not found in single-carrier networks.

THE BEST EQUIPMENT PRICING AVAILABLE

Because of our elite partnership status, we are able to provide deep discounts on Cisco equipment, including phones, routers, switches and more. We're also able to pass on additional savings to you thanks to special pricing promotions available only to select partners.

UNRIVALED SUPPORT

Our state-of-the-art Network and Voice Operations Centers (NOC/VOC) deliver unrivaled customer support and are staffed 24/7/365 with Cisco-certified engineers who act as a direct extension of your IT staff. As part of the rigorous Cisco certification process, West has completed an extensive audit of its infrastructure, process and procedures and our technicians have demonstrated a proven ability to support Cisco technologies at all ITIL (IT Infrastructure Library) lifecycle phases.

EXPERT PROFESSIONAL SERVICES

Our professional services team has a proven methodology to connect people, process and technology to help your enterprise realize the true benefits of unified communications. Service areas include:

- Cloud migrations
- Managed services
- Voice
- Virtualization
- Training and adoption
- Conferencing and collaboration
- Infrastructure
- Messaging

WHY WORK WITH WEST FOR CISCO SOLUTIONS?

- 2017 Cisco Service Provider of the Year (Americas)
- 2016 Cisco Collaboration Cloud Partner of the Year (Americas)
- The world's leading WebEx and CCA-SP provider
- The leading commercial HCS provider in the US
- The world's first Cloud Powered Cisco Spark Service Provider
- InterCall audio integration
- The best prices on equipment
- A wide variety of services and solutions
- Unsurpassed support
- Deep Cisco expertise and relationships

Give us a call today to learn more about our Cisco solutions.