

Managed UCC Lite

Leading Edge Managed UCC Solution for Growing Businesses

Managed UCC (Unified Communication and Collaboration) Lite is an entry level, cloud-based IP voice solution, designed specifically to meet the needs of businesses with a small number of users. The solution is built on a leading edge and centrally managed IP communications platform coupled with a dedicated SIP trunk for each client. It is a streamlined version of Managed UCC Pro (see comparison table), retaining all of the core features required for a small business, while enabling us to reduce the cost of the solution.

As a part of our Cloud Solution Framework, Managed UCC Lite is designed to work seamlessly with our other services and to ensure system compatibility. On top of this, you can expect 100% Committed Support.



Cost Effective, Business Grade Managed UCC Solution

- + Cost effective per user price includes
 - DID numbers with sufficient SIP channels to match the usage profile of a typical small business
 - Unlimited local, national and calls to Australian mobiles and excludes 13/1300, international, and all other call types
 - System Internet access, firewall protection, hosting, and system licensing and maintenance
 - Softphone client license
- + Business grade feature set includes IVR, voice mail, audio conferencing, HD voice and more
- + Softphone client enables staff to work from anywhere securely via desktop, tablet, and mobile phones
- + Built on VMware HA for high reliability, including system maintenance without downtime



System/Feature Set	MUCC Lite	MUCC Pro	MUCC Enterprise
Hosted on VMware by Cloud Plus	✓	✓	✓
Protected by VMware HA	✓	✓	✓
High quality, Stylish handsets	✓	✓	✓
Softphone via PC, MAC, IOS and Android devices	✓	✓	✓
High-Definition (HD) voice	✓	✓	✓
End to End Encryption via handsets and softphone	✓	✓	✓
Voice Mail	✓	✓	✓
Audio Conferencing	✓	✓	✓
Voicemail-to-Email	✓	✓	✓
Professional Implementation	✓	✓	✓
Single-Level Auto Attendant IVR	✓	✓	✓
Multi-level Auto Attendant IVR		✓	✓
Call Centre Capability		✓	✓
Team Messaging and Presence		✓	✓
User Directory		✓	✓
Automatic Call Recording		✓	✓
User Portal		✓	✓
24/7 Technical Support		✓	✓
Number Blacklisting		✓	✓
Supervisor & Service Quality Analytics		✓	✓
Video Conferencing			✓
Internet Fax			✓
Integration with Salesforce.com®, Zendesk® and Desk.com™			✓
Integrations with Microsoft®, Google®			✓
Advanced System Analytics			✓
MiCollab Console			✓

* Available on MUCC Enterprise via Teleworker

About Cloud Plus

Cloud Plus is an award-winning Australian provider of Private Cloud Solutions with offices in Australia, Philippines and Czech Republic. We operate our own Next Generation Network, Security and Cloud Services infrastructure. With this foundation we are able to deliver highly integrated solutions for our Partners and Clients. Every service that we offer is backed up by the Cloud Plus 100% Committed support and the majority of services are also covered by a 100% Uptime Guarantee, backed by rebates.

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