

# Segra Launches Hosted Voice with Webex for Secure, Collaborative Hybrid Work Environments

In 2017, the world smiled when a [video](#) in which a man's children disrupted an online meeting went viral. Fast forward a few years and these types of distractions have become ubiquitous. The COVID-19 global pandemic forced many organizations to move to a new working environment overnight. And in a post-pandemic world, remote and hybrid work models are driving long-lasting implications for work culture, event engagement and technology.

## Responding to the needs of a hybrid work environment

The hybrid work environment is a spectrum of remote and on-site practices. Hybrid workers might be in the office a certain portion of time, have flexible or predictable remote and on-site hours, or spend a percentage of time on the road or out of the office. Some employees work on site but move around to different locations in their physical environment.

While [98 percent of meetings](#) are expected to include at least one remote participant, 98 percent of remote workers report frustrations with video meetings because of poor audio quality, laptop fatigue, and concerns about background appearance. Organizations have infrastructure considerations such as bandwidth, device management, secure communications, applications, and support as more employees are working remotely. Additionally, they need to monitor network security closely to combat the [rise in cyber network attacks](#) during the pandemic.

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To meet the complex needs of the hybrid work environment, we worked with Cisco to merge their leading-edge technology with our existing hosted voice offering. This new, enriched platform – Hosted Voice with Webex – is a complete Unified Communications and Collaboration solution and is designed to meet the long-term communications needs of the modern enterprise. Hosted Voice with Webex helps companies increase collaboration and provide connectivity for remote and disparate workforces in a secure, scalable and controllable way.



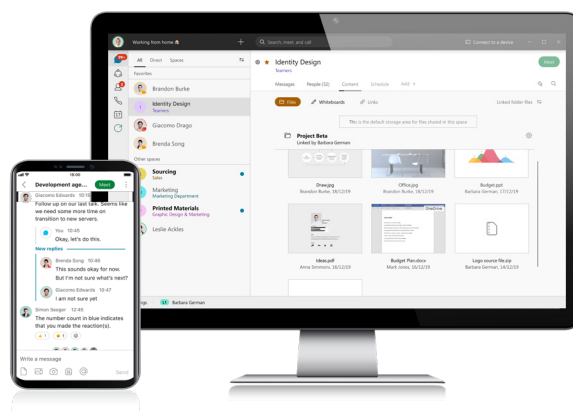
- Webex is integrated with Segra's cloud calling and Public Switched Telephone Network (PSTN) services for flexibility, reliability and security.
- Users can securely send messages, share files, and work with whiteboards with others in and outside the organization.
- High-quality video meetings provide virtual backgrounds, noise removal and speech enhancement to maintain a professional image and improve participation.
- Hosted Voice with Webex integrates with third-party applications such as Microsoft Teams, Google Suite, Slack and others so hybrid workers can work on content without interruption.
- Centralized control and management of applications for easy rollout to hybrid employees.
- Interoperability provides speed and convenience. Participants can join Webex meetings from standards-based SIP video devices from a phone using a call-in number or a communications app.
- Messages, files, meeting artifacts and whiteboards are protected by end-to-end encryption. Hosted Voice with Webex works with your organization's data loss prevention (DLP) solution so policies remain in force, even when collaborating with others outside your organization.

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## Streamlined choices offer flexibility for diverse needs

We simplified options in four seat packages to compliment the needs of different hybrid worker requirements. All packages include Webex functionality. You can choose the seat package that best meets the needs of your working environment.

- **Voice with Webex Suite** packages are intended for office workers with minimal calling requirements who typically do not lead groups or external meetings. These packages allow workers to travel from the office to the lobby to break room locations without interruption.
  - The **Standard seat** allows users to seamlessly transition calls from their desk, softphone or cell phone.
  - The **Professional seat** includes the best of unified communications features so users can travel in a mobile or on-the-go environment.
- **Collaboration with Webex Suite** packages work seamlessly for hybrid workers in local, remote office, collaborative, and off-site locations.
  - The popular **Professional+ seat** meets the needs of hybrid workers who collaborate cross-functionally and meet with others both in and outside the organization. It includes a personal meeting room with a dedicated conference bridge.
  - The **Premium seat** is optimal for department heads, business leaders, and advanced collaborators. Hybrid workers can take advantage of enhanced meeting features such as meeting recording, remote desktop control, presenter controls, and recording transcription. This package can accommodate up to 1,000 meeting attendees.



# Fast, reliable connectivity – the lifeblood of successful businesses and organizations

Segra has provided customers with a state-of-the-art, high quality voice calling network for more than 20 years. Our Hosted Voice with Webex offering is built on a fiber-based network that features the latest advances in SONET, IP, Ethernet, and dark fiber architectures, as well as high performance data centers throughout the Mid-Atlantic and Southeast. Whether you're a new or existing customer, Hosted Voice with Webex can meet your long-term communications needs and provide options that meet the diverse needs of the modern enterprise.

Voice with Webex Suite		Collaboration with Webex Suite	
Standard SEAT	Professional SEAT	Professional + SEAT	Premium SEAT
<p><b>User Profile:</b></p> <ul style="list-style-type: none"> <li>• Office worker</li> <li>• Minimal calling features</li> <li>• Remote calling</li> <li>• Minimal collaboration</li> <li>• Non-group leader</li> </ul> <p><b>Location Type:</b> Standard office, lobby, break room or kitchen</p> <p><b>Core Features:</b></p> <ul style="list-style-type: none"> <li>• Dedicated phone number</li> <li>• Unlimited domestic/LD</li> <li>• Voicemail to email</li> <li>• Softphone for calling (mobile &amp; desktop)</li> </ul>	<p><b>User Profile:</b></p> <ul style="list-style-type: none"> <li>• Office worker</li> <li>• Mobile worker</li> <li>• Remote calling</li> <li>• Standard collaboration</li> <li>• Small group workspace</li> </ul> <p><b>Location Type:</b> Standard office, lobby, break room or kitchen</p> <p><b>Core Features:</b> Everything in Standard, plus:</p> <ul style="list-style-type: none"> <li>• Unlimited FAX messaging</li> <li>• Visual voicemail</li> <li>• Group space with 25 participants</li> <li>• Message Storage 2GB, 3 years</li> <li>• Integrations: <ul style="list-style-type: none"> <li>- MS Teams calling</li> <li>- Enterprise Content Management (OneDrive, Sharepoint, Box)</li> </ul> </li> </ul>	<p><b>User Profile:</b></p> <ul style="list-style-type: none"> <li>• Hybrid worker</li> <li>• Mobile worker</li> <li>• Remote calling</li> <li>• Full collaboration</li> <li>• Meeting presenter</li> </ul> <p><b>Location Type:</b> Standard office, remote office, conference room, co-working or hoteling</p> <p><b>Core Features:</b> Everything in Professional, plus:</p> <ul style="list-style-type: none"> <li>• Group space with 100 participants</li> <li>• Message Storage 5GB, 3 years</li> <li>• Dedicated meeting room with 100 participants</li> <li>• Integrations: <ul style="list-style-type: none"> <li>- MS Teams meetings</li> <li>- MS Office 365 calendar</li> <li>- Google G Suite calendar</li> </ul> </li> </ul>	<p><b>User Profile:</b></p> <ul style="list-style-type: none"> <li>• Lead collaborator</li> <li>• Mobile Worker</li> <li>• Remote calling</li> <li>• Advanced collaboration</li> <li>• Large meeting controller</li> </ul> <p><b>Location Type:</b> Standard office, remote office, conference room</p> <p><b>Core Features:</b> Everything in Professional+, plus:</p> <ul style="list-style-type: none"> <li>• Group space with 300 participants</li> <li>• Message storage 10GB, 5 years</li> <li>• Dedicated meeting room with 1000 participants</li> <li>• Integrations: <ul style="list-style-type: none"> <li>- Slack</li> <li>- Zendesk</li> </ul> </li> <li>• People insights</li> <li>• Meeting live streaming</li> <li>• Meeting recording 10GB</li> </ul>

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For more details about Segra's Hosted Voice with Webex solution, visit [www.segra.com/business](http://www.segra.com/business) or call 833.GO.SEGRA.