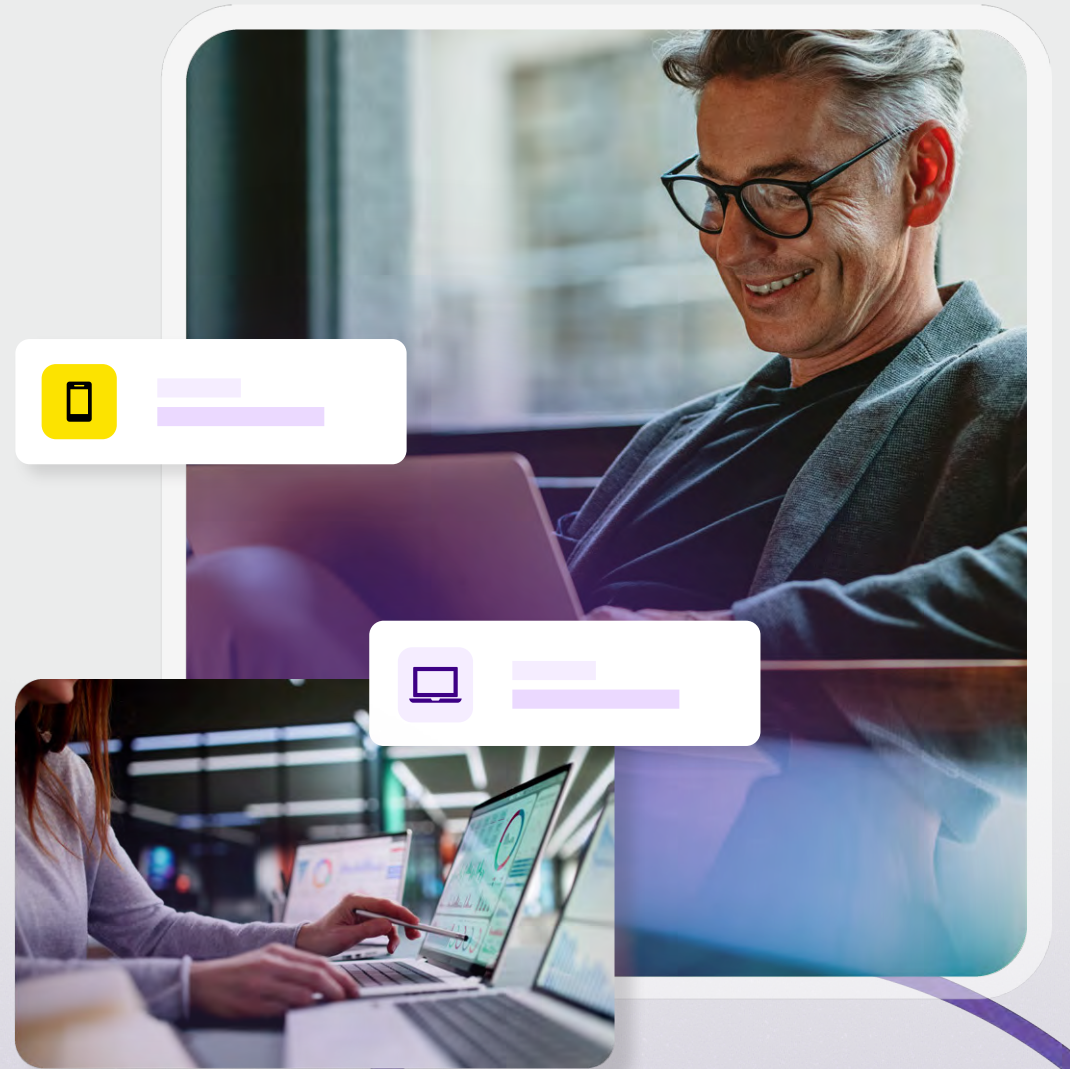


G-Cloud 15: Webex Calling

Cloud Calling.
Connected People.



Webex Calling with Gamma

A future-ready cloud calling experience built for modern organisations

Webex Calling, delivered through Gamma, replaces traditional on-premises PBX systems with a trusted, enterprise-grade cloud calling platform. It brings together calling, messaging, meetings, and intelligent devices under one seamless collaboration experience.

Designed for organisations seeking secure, high-quality communications without the complexity of legacy infrastructure, Webex Calling delivers consistent performance no matter where your users are working — across the office, home, or on the move.

Why choose Webex Calling?

- A fully hosted, scalable cloud calling solution
- Enterprise-grade reliability and performance
- Integrated calling, messaging and meetings in one app
- Simple licensing and fast deployment
- Supported by Gamma's UK-sovereign, highly available platform



What Webex Calling Delivers

Cloud telephony that transforms how your teams stay connected

Webex Calling uses modern cloud technology to deliver a high-quality voice service over your existing internet connection. It provides users with the flexibility to work from anywhere, using desk phones, mobile apps, tablets, or desktop clients — all manageable through a single, intuitive admin interface.

A complete cloud calling experience

- Reliable, high-quality voice over the public internet
- Instant deployment and rapid onboarding
- Built-in security from Cisco and Gamma
- Suitable for organisations of any size
- Clear, predictable pricing

Webex Calling ensures every user enjoys a consistent, professional calling experience wherever they work.



Service Highlights

Designed for performance. Built for security. Delivered for the public sector.

Webex Calling combines Gamma's secure, UK-hosted IaaS platform with Cisco's industry-leading collaboration technology.

Key highlights

- Enterprise-grade unified communications
- UK sovereign cloud , hosted in UK data centres with UK-cleared support teams
- Disaster-tolerant infrastructure with geographically resilient data centres
- Flexible numbering options including PSTN dialling
- Support for Microsoft Teams users through hybrid dialling
- Built-in resilience and redundancy across the service

This foundation ensures you receive a highly secure, highly available and future-focused cloud telephony service.



An integrated collaboration experience

One application. Every communication.

Webex Calling delivers a complete collaboration suite within a single user experience. Calling, meetings, messaging, video, events, polling, and intelligent devices all work together to enable seamless communication from any location.

What users gain

- A consistent, intuitive interface across device types
- Call handoff between devices without interruption
- Intelligent audio and video capabilities
- Industry-leading noise cancellation
- Workflows designed for every workspace

Whether at a desk, on the go, or in the meeting room, users experience the same performance and simplicity.



Administration, Analytics & Troubleshooting

Manage everything through a single dashboard

Control Hub - Webex's administration console - provides centralised management of users, devices, performance, and service quality.

What Control Hub provides

- Real-time call quality monitoring
- Insights into media performance, devices, and user behaviour
- Packet loss, jitter and latency metrics
- Troubleshooting tools for fast issue resolution
- Scheduled reporting for deeper analysis

This end-to-end visibility ensures your calling environment stays healthy, compliant, and optimised.



Webex Calling Licences

Webex Calling offers three licence types, allowing organisations to choose the right mix for user needs and workspace requirements.

Professional (User)



- Full enterprise calling features
- Support for multiple devices and soft clients
- Includes Virtual Lines and Group Voicemail

Standard (User)



- Core telephony features
- One assigned device or soft client
- Ideal for users with straightforward calling needs

Workspace



- Designed for shared and common-area locations
- Supports a single device
- Ideal for reception areas, meeting rooms, and shared spaces

Gamma's Managed Service Support

A webex experience enhanced by Gamma's carrier-grade expertise

Gamma provides underlying PSTN connectivity, SIP management, number provisioning, and resilient infrastructure to support your Webex environment end-to-end.

Gamma enhancements include:

- Cisco-backed SLAs & incident escalation
- UK-based 24/7 support
- Assistance with Webex configuration
- Number porting services
- SIP Trunk Call Manager (STCM) integration
- Advanced billing analytics
- Device support for Cisco-certified endpoints

This ensures your organisation benefits from both Cisco's cloud innovation and Gamma's operational excellence.



Platform Resilience and Connectivity

Resilient by design. Always available.

Webex Calling operates on a robust, multi-layered architecture:

- Cisco-certified SBCs deployed across the Gamma network
- Geo-redundant high-availability clusters
- Tier 3+ UK data centre hosting
- Resilient interconnect with Webex Calling
- Optimised PSTN routing through Gamma
- Connectivity suitable for office, remote, and hybrid workers

This architecture ensures high uptime, low latency and dependable service performance.



Contact

Get in touch with Gamma today to enquire about your G-Cloud 15 service.



We're a certified Carbon Neutral* Company. This means you can demonstrate green credentials yourself. By working with us you have a solution that not only helps the environment but also enables you to become greener and conform to new Government environmental policies.