



Services

CI Cloud Deployment Options

What – Cloud Definitions

The National Institute of Standards and Technologies' (NIST) defines Cloud as "Cloud computing is a model for enabling ubiquitous, convenient, on-demand network access to a shared pool of configurable computing resources (e.g., networks, servers, storage, applications, and services) that can be rapidly provisioned and released with minimal management effort or service provider interaction. This cloud model is composed of five essential characteristics, three service models, and four deployment models."

How - Cloud Deployment Options

SaaS/High Availability (HA)

Software as a Service (SaaS) is a licensing and delivery model in which software is licensed on a subscription basis and is centrally hosted. One of the biggest selling points is the potential to reduce IT support costs by outsourcing hardware and software maintenance and support to the SaaS provider". SaaS gives customers the option to "rent" the application and use HA (High Availability) as the cloud deployment option and delivery mechanism.

Private

A Private Cloud deployment option is a Client Premise to Cloud model. Typically in this model the calling traffic still comes on premise but is forwarded to the Cloud where resident applications process requests or provide self-service access for inbound traffic

Public

A Public Cloud deployment option is telephony directly to the Cloud. This option is a cost effective efficient alternative to an on premise solution. It is particularly well suited when there is a need to replace a legacy IVR/telephony platform

Consumption

The Consumption Cloud deployment option is a model that is seasonal, transactional and usage based. Typically this will be a short term arrangement for a full time activity. What separates this from other options is the way it is billed



Why – Reasons for moving to the Cloud

SaaS/High Availability (HA)

HA is suitable for any organization that wants to maintain its IT infrastructure while, assuring a secured clone of the IT environment for situational or occasional use. I.e.: Companies whose business volume and revenue experience extraordinary growth in a short span of time or companies/institutions that regularly plan down time for maintenance, and companies that need to have coverage during unforeseen events (sever weather, power issues, security emergencies etc.) for failover and business continuity plans.

Private

A Private Cloud deployment is designed for customers looking to provide Cloud Based self-service contact center applications. Typically this deployment option is attractive to the company/institution that does not want to maintain a robust IT infrastructure. It is an option that provides cost reductions, streamlined operational responsibilities and flexibility including redundant sites for secured operations.

Public

A Public Cloud deployment option is suited for contact centers and companies that choose not to incur the expense of investing and maintaining servers on premise and want the ability to be nimble when acting on changing campaigns strategies and marketing efforts.

Consumption

The Consumption Cloud deployment option is well suited for the business model that is seasonal and transaction based. Based on usage this model typically suites an operation that chosers to be billed monthly and is active primarily on a cyclical calendar or during special seasons. Think tax season for instance, school calendars, and election years are all candidates that would benefit from a consumption Cloud model