Webex Calling Solution

TATA Tele | DO B1g
Business Services

Secure, Compliant Calling, Built for the Modern Enterprise

Give your organisation a reliable, regulation-ready foundation for cloud calling.

Cloud Calling Shift

18M+ users globally are adopting cloud-based enterprise calling over legacy on-prem systems.

Unified Collaboration

Calling, meetings, & messaging are delivered through 1 platform used by 50M+ cloud users.

Global Workforce Scale

Webex Calling operates in 190+ markets, covering over 95% of global GDP.

Reliability Expectations

Enterprises now expect cloud calling platforms to deliver proven 99.999% availability.

Source: Add source links here separated by |

Legacy PBX Dependence
On-prem infrastructure increases costs and operational complexity.

Fragmented Experiences
Disparate calling and collaboration tools reduce user adoption.

Scaling Limitations
Adding users and sites is slow and manual.

Availability Risks
Downtime and limited survivability impact critical communications.

Introducing
Webex Calling Solution

Webex Calling is a cloud-based enterprise calling service delivering secure, reliable voice through the global Webex platform.

Cloud Calling Platform
Enterprise-grade calling delivered from the Webex cloud without on-prem PBX infrastructure.

Flexible Deployment Models
Supports multi-tenant and Dedicated Instance deployments for varied enterprise requirements.

Centralised Management
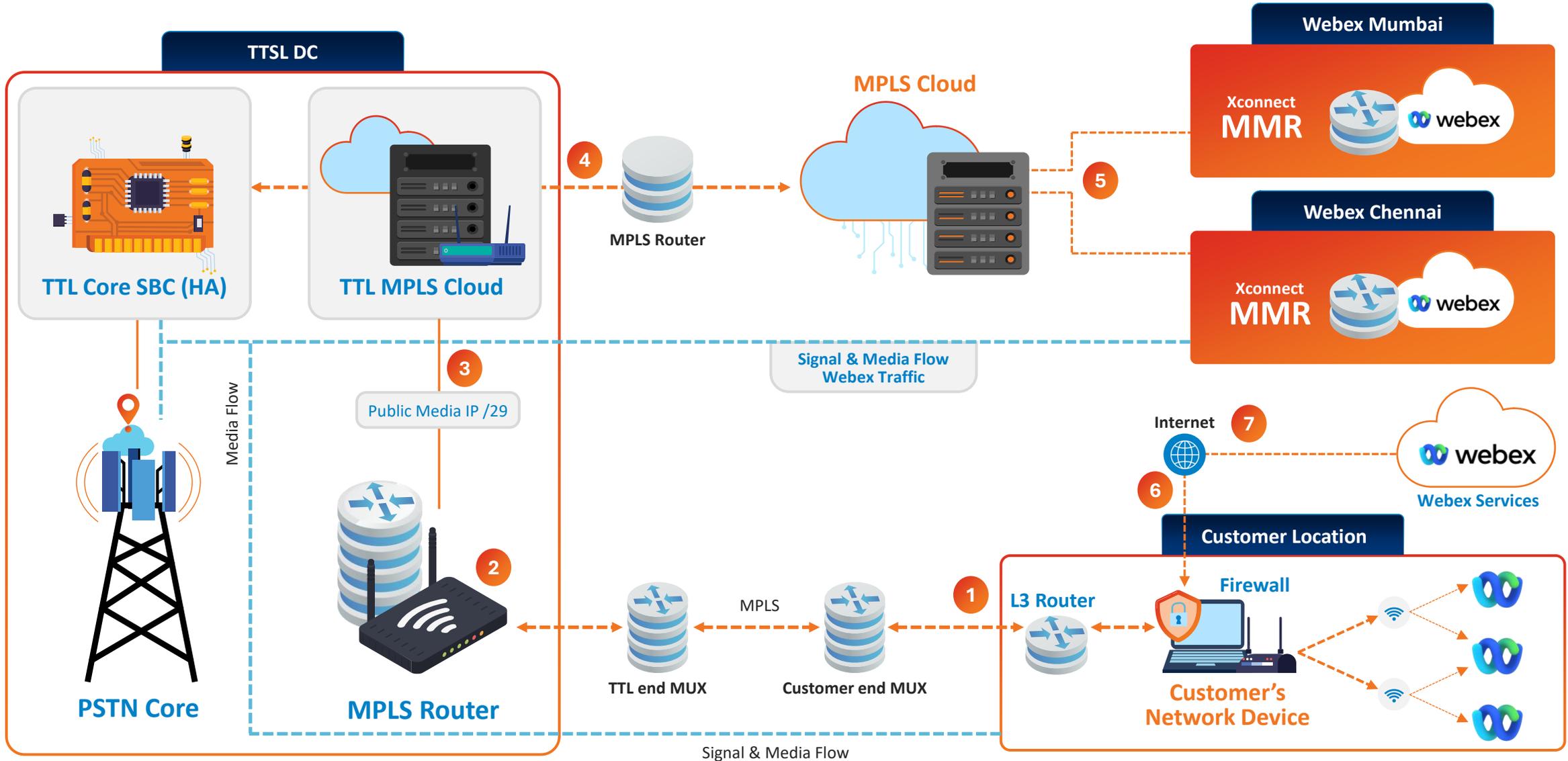Single-pane administration, analytics, and troubleshooting through Webex Control Hub.
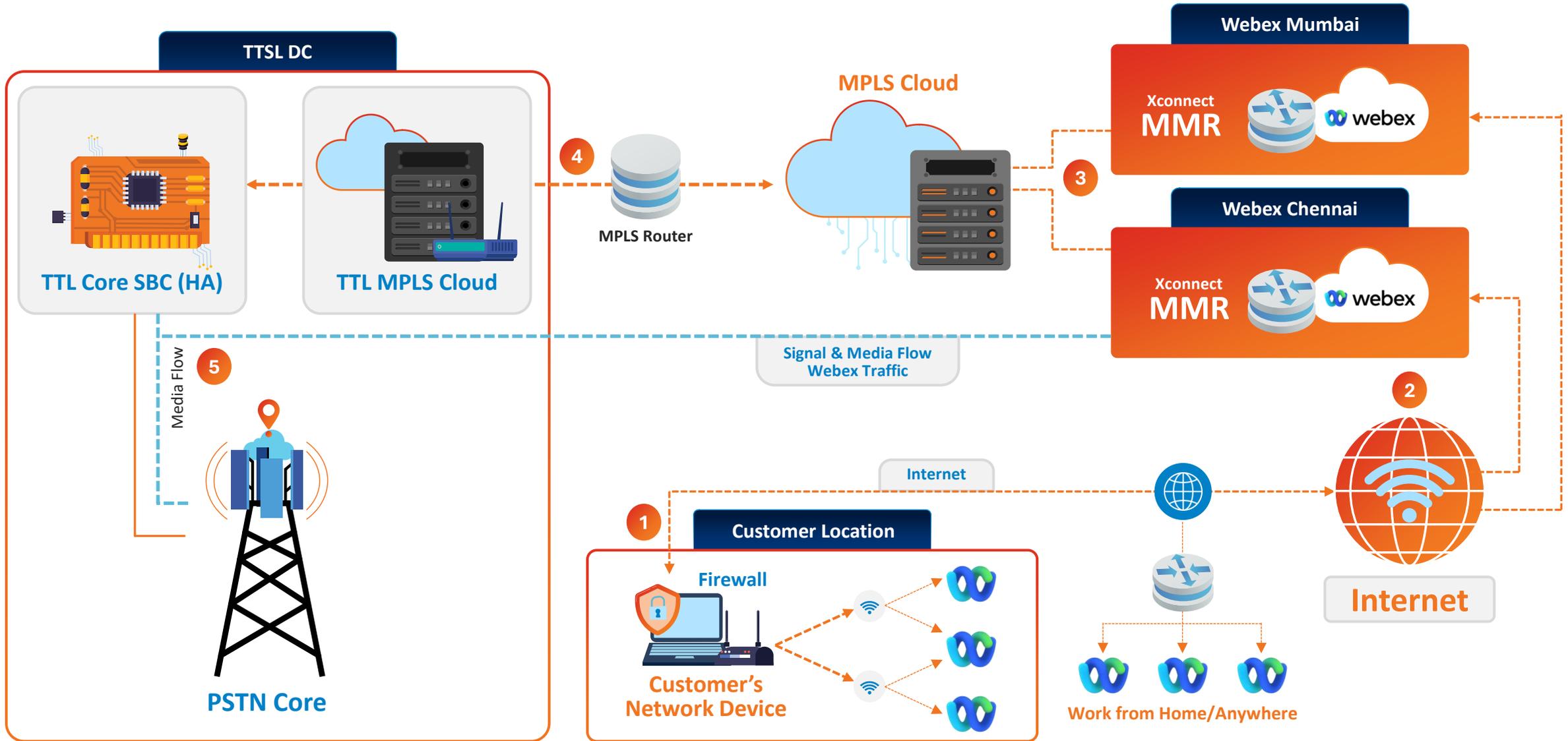
Global Availability
Available across 190+ markets with enterprise-grade reliability and survivability.

Schema
How Webex Calling - Wireline Solution Works

Schema
How Webex Calling - Wireless Solution Works

Key Features

Enterprise Calling

Rich enterprise-grade calling features across desk phones, mobile devices, and the Webex App.

Multiple PSTN Options

Cisco Calling Plans, Cloud Connect PSTN, and Local Gateway options supported per site.

High Availability

Proven 99.999% SLA with geo-redundancy, ensuring reliability and built-in site survivability.

Call Analytics

Call quality analytics and diagnostics to monitor and troubleshoot through Webex Control Hub.

Key Benefits

Simplified Operations

Centralised management and insights reduce operational effort and simplify enterprise calling.

Business Continuity

High availability and survivability ensure uninterrupted calling for business-critical communications.

Hybrid Work Enablement

Consistent calling experience across office, remote, and mobile users supports flexible work models.

Future Ready Platform

Cloud-native architecture enables scalability and continuous innovation without on-prem infrastructure.

Why
TTBS

Trusted Tata Legacy
Decades of experience delivering enterprise connectivity and communication solutions at scale.

Pan-India Reach
Extensive network presence supporting enterprises across metros and emerging business locations.

Scalable Solutions
Designed to support enterprise growth, multi-site expansion, and evolving communication needs.

Single Service Partner
One accountable partner for connectivity, cloud calling, onboarding, and ongoing support.

Enterprise-Grade Support
24×7 expert support ensuring reliable operations for business-critical communication services.

Seamless Integration
Integrated service delivery with Webex Calling for simplified enterprise deployments.

Case Study
IT Services

A large IT services organisation with distributed teams required a modern cloud calling solution to support global collaboration and simplify voice infrastructure management.

Webex Calling helped us modernise enterprise calling while maintaining reliability and control across locations.

IT Lead, IT Services Company

⚠ Challenge

The organisation relied on legacy PBX systems across multiple sites, leading to high maintenance overhead, limited scalability, and inconsistent calling experiences for remote teams.

🧩 Solution

Webex Calling enabled cloud-based enterprise calling with centralised management, global availability, and seamless integration with existing collaboration workflows.

✓ Benefits

- Simplified calling infrastructure across locations
- Improved reliability for business-critical communications
- Consistent calling experience for office and remote users

E-commerce

A fast-growing E-commerce company needed a scalable calling platform to support business expansion and a hybrid workforce without increasing operational complexity.

Webex Calling allowed us to scale quickly while delivering a consistent calling experience to our teams.

IT Lead, E-commerce Company

⚠ Challenge

Rapid growth and distributed teams made it difficult to manage on-prem calling systems, impacting flexibility and administrative efficiency.

Solution

Webex Calling provided a cloud-native calling service with flexible deployment options and centralised administration through Webex Control Hub.

✓ Benefits

- Faster onboarding of users and new locations
- Reduced operational effort for IT teams
- Reliable calling aligned to hybrid work needs

FAQs

What is Webex Calling?

Webex Calling is a cloud-based enterprise calling service delivering secure, reliable voice through the global Webex platform, without on-prem PBX infrastructure.

What deployment models are supported?

Webex Calling supports multi-tenant cloud deployments and dedicated instance options, allowing enterprises to choose the model that best fits their operational requirements.

How is Webex Calling managed?

All users, devices, calling services, and analytics are centrally managed through Webex Control Hub using a single administrative interface.

Where is Webex Calling available?

Webex Calling is available across 190+ markets globally, supporting enterprises with distributed users and locations.

Thank You!

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