



## PRODUCT SHEET

# TNS Hosted Cloud Connect

## Modernizing Networks for a Cloud-First Future



TNS Hosted Cloud Connect is a comprehensive, purpose-built cloud communications solution built for service providers seeking to modernize legacy infrastructure, reduce operational costs, and accelerate service innovation. Hosted Cloud Connect offers a phased migration strategy that supports a seamless transition from legacy TDM Voice to IP, while empowering providers to differentiate services and grow in competitive markets.

Built on TNS' global, carrier-grade backbone, Hosted Cloud Connect helps deliver flexibility, scalability, and reliability. Providers can benefit from cost efficiency through predictable Opex pricing, reduced CapEx, and minimal maintenance overhead. With advanced analytics, AI-powered call screening, and integrated UCaaS, CCaaS, and residential service capabilities, Hosted Cloud Connect provides a modern platform for growth.

## Core Capabilities



### Comprehensive Service Offering

Provides UCaaS, CCaaS, and residential solutions under one umbrella. Includes VoIP calling, video conferencing, mobile/desktop apps, advanced contact center routing, call recording, and omni-channel communications (voice, email, chat, SMS, social).



### Robust Contact Center Capabilities

Advanced routing, agent callback, call/screen recording and PCI compliance support for your contact center agents.



### Omni-Channel Engagement

Connects all customer interaction points including voice, chat, email, SMS, RTC, and social platforms, allowing for smooth transitions between channels. Ensures consistency by maintaining a unified brand voice, messaging, and customer experience across every touchpoint.



### Fraud Detection

Integrated fraud protection and AI-powered call screening capabilities.



### Resiliency and Survivability

Multiple layers of survivability, service provider, local, and platform-level to help maintain continuity during outages or disruptions.



### Secure Global Connectivity

Private direct connects with Tier 1 carriers across a secure IPX backbone to provide global interoperability, high voice quality, and trusted policy enforcement.



## Benefits



**Compliance** with CIS standards, FCC mandates, and JITC certification.



**Helps** providers modernize networks while reducing operational complexity.



**Supports** a phased migration path for minimal disruption and smooth transformation.



**Enhances** customer experience with integrated UCaaS, CCaaS, residential offerings, and advanced analytics.



**Offers** a comprehensive solution set under one provider, which can reduce vendors, simplify contracts, and consolidate infrastructure.



**Helps** reduce total cost of ownership through reduced personnel, maintenance, utilities, and technology upgrades; TNS saved a customer 60% in savings over a five-year period with the reductions and upgrades.



## A Trusted Partner

TNS combines decades of expertise in voice, signaling, and security with a global, carrier-grade network. As a long-standing partner to service providers worldwide, TNS delivers solutions that evolve with industry demands. Hosted Cloud Connect helps providers simplify operations, strengthen security, and scale to meet future growth.

**Find out how TNS can help you with a wide range of telecom solutions:**

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