

talkdesk®

# Hybrid Cloud

The Best of Both Clouds



**“We see great benefits for enterprise clients of having data safely stored in a private cloud to comply with their specific internal security and IT requirements, and combining it all with the amazing benefits of having a cutting-edge cloud-native contact center platform.”**

– PEDRO POMBO, MANAGING DIRECTOR | ACCENTURE DIGITAL

Talkdesk Hybrid Cloud is a cloud-based deployment model that enables contact centers to combine the best of both private and public clouds. Hybrid Cloud allows taking full advantage of the innovative, flexible, and powerful public cloud solution while assuring full control over internal compliance and specific security regulations of enterprise customers through a private instance.

## Experience the Advantages of Both Clouds Together

Enjoy your own private storage instance combined with powerful public cloud processing capabilities.

- Take full advantage of the public cloud's benefits, including flexibility, agility, scalability, uptime, cost-efficiency and innovation.
- Get your own storage instance without losing access to cloud-native capabilities.
- Leverage the Talkdesk globally managed platform to keep your contact center up-to-date with all the latest features and product releases.

## Highly Customizable to Your Needs

Customize your private storage instance to adhere to your specific security and IT policies.

- Make a smooth and simple transition into the cloud.
- Implement your policies while benefiting from enterprise-class security frameworks.
- Gain flexibility to adapt and integrate with other systems as your business evolves.

## Comply With Industry Requirements

Store your call recordings in a private storage instance, which is ideal for highly regulated industries with specific data protection requirements, and for countries with strong sovereignty laws.

- Comply with data privacy and sovereignty laws to protect your company.
- Avoid huge penalties for non-compliance with established regulations.
- Increase customer satisfaction by maintaining call recordings for historic record and quality assurance purposes.

Hybrid Cloud is one of the components of Talkdesk Flexible Deployment. Learn more about your deployment options at [talkdesk.com](https://www.talkdesk.com)

## Features



**Private Storage**



**Globally Managed Multi-Tenant Solution**



**International Data Privacy Compliance**



**Cutting-Edge Security Standards**



**Adaptive to Evolving IT Requirements**



**Full Control Over Security and Compliance Policies**



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