Affordable, Simple, Scalable: Cisco Business Edition 6000
Agenda

- Today’s Communications Challenges
- Cisco Business Edition 6000 Overview
- Cisco Business Edition 6000 9.0 Feature Roadmap
- Cisco Unified Provisioning Manager Business Edition 9.0
- Key Take Aways
- Additional Resources
Today’s Communication Challenges
Are You Experiencing Any of These?

- Overwhelmed IT resources
- Hard to manage disparate voice and data networks
- Aging phone system with expensive maintenance and management costs
- Productivity enhancing applications and business process integration
- Accommodating changing consumer preferences and technology trends
- Scalability and investment protection

<table>
<thead>
<tr>
<th>Company Size</th>
<th>Company IT Staff</th>
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<tbody>
<tr>
<td># of Employees</td>
<td># of Full Time # of (Part Time)</td>
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<tr>
<td>100-250</td>
<td>3-12 (2-4)</td>
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<tr>
<td>250-1,000</td>
<td>15-35 (5-10)</td>
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Source: Analysys Mason, 2011
How Can Cisco Help?

**Problem:** Outdated Technologies.

- **Outdated.** Legacy communication systems – PBX/KTS - from unstable vendors, with no clear roadmap for innovation + imposed service contracts to help keep their lights on.
- **Expensive.** Costly operations and limited IT resources required to deliver basic dial tone and messaging functions, highest TCO.
- **Limiting.** Company has outgrown its proprietary system, need to upgrade to keep up with business demands, rip/replace with no investment protection.
- **Stuck.** Current vendor imposing/forcing costly, long term maintenance contracts to keep EOL system functioning, with no migration plans/strategy in sight.

**Solution:** Cisco UC/Collaboration.

- **Innovative.** Cisco’s financial strength and ongoing investment in R&D to deliver solutions addressing the unique challenges faced by smaller businesses – sold, delivered, and serviced however and wherever a customer needs.
- **Affordable.** Priced for smaller budgets, integrated applications on a single platform through virtualization technology saves on CapEx and OpEx, lowest TCO/fastest ROI.
- **Simple.** Feature-rich, centralized architecture makes it easy to install, upgrade, back up, manage and maintain.
- **Scalable.** Smooth migration from outdated PBX/KTS technologies to IP/UC, with an interoperable, expandable platform to support business growth.
- **Choice.** Customer decides the right deployment option to support their short and long term business growth strategies.
Why Cisco?
The Leader in Collaboration

- #1 in Enterprise Voice
- #1 in Web Conferencing
- #1 in Unified Messaging
- #1 in Audio Conferencing
- #1 in TelePresence
- #2 in Contact Center
- More than 85% of the Fortune 500® are using Cisco Unified Communications
- 100,000+ Cisco Unified Communications customers worldwide
- Over 50 Million IP Phones shipped
What this Means for Your Growing Business

- Cisco has millions of small/midsized customers, and a solid, trusted reputation as the technology market leader.
- Cisco’s portfolio offers the largest breadth and depth of products and solutions that address unique small/midsize business challenges, packaged, sold, and delivered however and wherever a customer needs them.
- Cisco’s years of experience in unified communications technology leadership, provides small/midsize customers peace of mind.
- Cisco has skilled and knowledgeable partners, available in every corner of the globe for sales, installation, and support 24/7, 365/66 days of the year.
- Cisco’s financing is readily available, removing barriers to deploying technology to improve operations and accelerate business growth.
You Know Your Business. We Know Communications.

Let’s Work Together.
Cisco Business Edition 6000
Solution Overview
Cisco Business Edition 6000

Feature-rich, Enterprise-class Collaboration Solution Optimized for Midsize Businesses

- Large choice of devices
- Enhanced Desk Phone Features
- Unified Messaging
- Rich media Presence and IM
- Web conferencing
- Customer Care
- Consistent services whether employees work in the office or remotely
- Capacity for up to 1000 users, 100 contact center agents, and 50 sites

Drives lower TCO, employee efficiency, and business transformation
Cisco Business Edition 6000

Collaboration in a virtualized environment

- **TCO savings**: server consolidation for reduced hardware footprint, power, and cooling
- **Operational improvements**: deployment flexibility, unified provisioning
- **Availability**: optional server redundancy and Survivable Branch (SRST)
- **Increased agility and investment protection**: rapid ROI, grows with the company

Delivers lower CapEx and OpEx, high availability, and increased agility
Cisco BE 6000
Choice of Procurement/Deployment

- Attractive, low-entry point starter bundles
- Bundles include: Server, Application software, UC virtualization software and provisioning manager
- Maximum of 5 applications supported on the server
- Spare virtual machine can be used for UxAC, UCCX
- Add redundancy by purchasing second bundle

User Connect License Bundle

- Unified CM + Unity Connection + Unified Provisioning Manager

Unified Workspace Bundle

- Unified CM + Unity Connection + Unified Provisioning Manager
- Unified Presence
Cisco BE 6000
The Right Device for Each Interaction

IP Phones
Customer choice for the right user experience

From basic to high-quality, multi-media communications enhanced viewing, streamlined user experience.

Industry's broadest portfolio of endpoints

From value-based business endpoints to advanced and collaborative media endpoints

Voice Communications
Voice

3900 Series
6900 Series
7900 Series
8900 Series
9900 Series & E20

Advanced Professional
Advanced Business
Basic
Business

Media Communications
Visual, Mobile, Virtual

Advanced Collaborative
Cisco BE 6000
Integrated Mobility

Get the flexibility to effectively work from anywhere, at anytime, on any device.

- Single business number reach, single voice mailbox
- Desktop pickup and Cell Phone pickup: seamlessly move calls between any mobile device and desktop phones
- Single mode Wi-Fi and Dual mode Smartphone (BYOD) support (Android, iPhone, Nokia, Blackberry)
- Extension Mobility
- Dial via office: Place mobile calls through Cisco Unified Communications Manager = cost savings
- IP Phone VPN client

Flexibility of Wired or Wireless: Anywhere, Anytime, Any device.
Cisco BE 6000
Rich Desktop Collaboration Experience

Unifying presence, IM, voice, voice messaging, desktop sharing and conferencing capabilities securely into one client on your desktop, mobile, or tablet device.

All-in-one UC Application
- Presence and IM
- Voice, Video, voice messaging
- Desktop sharing, conferencing

Collaborate from Any Workspace
- PC, Mac, tablet, smart phone
- On-premises and Cloud
- Integration with Microsoft Office

Best desktop collaboration experience with Public IM and Presence options
Cisco BE 6000

Cisco Jabber for Everyone - Presence and IM

- IM and Presence available at no additional cost
  - Available for all users, not only those with a Cisco Unified IP Endpoint
  - Enables all “click-to-x” user experiences
- IM client licenses at no additional cost
  - Available for all users, any device - Mac, Windows, IOS, Android, Blackberry, Web with Jabber SDK
  - Included in BE 6000 top-level SKU for ease of ordering
Cisco BE 6000
Unified Messaging

Unity Connection

Voicemail, Integrated and/or Unified messaging

Messaging anywhere. Robust functions.

- Access voicemail the way you work: anytime, anywhere.
- The way you prefer: whether from an IP phone, mobile phone, web browser, email client, or a desktop client.
- Respond quickly to colleagues and partners by using speech recognition.
- Easily prioritize and manage messages, access meetings on your calendar, and connect to colleagues by simply saying their names.
- Intelligently route incoming calls using call transfer rules.
Cisco BE 6000
Choice of Procurement/Deployment

- **Hunt Group**
  - Customer call is transferred to the next extension in the group until answered
  - "lack of consistency required us to introduce a live person"

- **Attendant Console**
  - Customer call is answered by an attendant who directs the call with the help of a desktop GUI
  - "we were losing sales from long hold times and frequent call transfers"

- **Contact Center**
  - IVR self-service for account status
  - Screen pop and CRM integration for centralized customer info
  - Integrated reports reveal opportunities to improve the customer experience
Cisco BE 6000
Low Entry Point for Growing Call Centers

Cisco Unified Contact Center Express

- Ease of ordering with single, top-level SKU Single, includes appliance/OS entitlement
- Discounted 5, 10, 25 agent seat license bundles (Enhanced or Premium configurations)
- Available with both UCL and UWL bundles
Cisco BE 6000

Cisco Emergency Responder

- Automatically tracks IP phone location
- Provides emergency call routing instructions
- Identifies caller location to LECs and PSAPs
- Eliminates administration for IP phone relocation
- Supports emergency callback
- Alerts customer security personnel to emergency calls in progress
- Logs emergency calls and location record changes
- BE6000 integrates with CER on a separate MCS or UCS server
Cisco Unified Provisioning Manager
- Streamlined - single interface for managing subscriber MACS and speeding infrastructure setup and configuration
- Unified - one interface, single sign-on
- Simplified - business-process and user-oriented
- Rapid - 1 minute or less for service activation
- Accurate - manual and duplicate entry errors reduction
- Role-based - delegated access for customer MACS
Cisco Business Edition 6000 9.0
Feature Roadmap
Within the next 6 months:

- Turn-key Appliance
- Intelligent Vmail/Email Notification
- Native Call Queuing
- Unified Provisioning Manager Business Edition 9.0
- Enterprise License Manager (ELM)
- Emergency Responder (CER) co-residency
- Migration Bundle (Can be used for CME, BE 5000, UCXXX, UCM -> BE 6000)
- Enhanced video interoperability and B2B
  - Communication Server (VCS) co-residency and commercial bundle
Cisco BE 6000
Release 9.0 Feature Spotlight

Turn-key Appliance

- Pre-configured Cisco UCS server (RAID 10, Battery Cache) at factory
- Factory-loaded VMware and license
- Pre-loaded images of core applications
  - Unified Provisioning Manager
  - Unified Communications Manager
  - Unified Presence
  - Unity Connection
- Simplified initial configuration and phone deployment through UPM BE
Cisco BE 6000
Release 9.0 Feature Spotlight

Single Screen Subscriber management
Ease of phone deployment
End user self-care

Initial Site Setup
Cisco Unified Provisioning Manager
Business Edition 9.0
Native Call Queuing

- Ability to hold hunt pilot callers in queue while they wait for an agent to become available
- For each hunt pilot, callers can be routed to configurable secondary destinations
- Agents can be part of multiple hunt pilots where queuing is enabled
- 2 different options for announcements are available:
  - Initial announcement
  - Periodic announcement
- New serviceability counters in RTMT folder “Cisco Hunt Pilots” to monitor queue performance

“Thank you for calling”
“Please hold a moment”
“Your call will be answered in the order in which it was received”
Embedded Video communication Server
Release 9.0 Feature Spotlight

Promotional Offer
- Virtualized VCS (VCS-VM) bundles at no cost
- License for 10 non–traversal, 5 traversal calls included
- Flexible deployment options, co-resident application (instead of UCCX), or as secondary/separate server

Customer Value
- Enables cost-effective migrations for legacy video customers
- Extends video beyond firewall
Cisco Unified Provisioning Manager
Business Edition 9.0
Management Demonstration
“Subscriber” refers to how many users are in the system.
Cisco UPM BE 9.0
Initial Site Setup – Define Devices

Single page/single login for device set up
Cisco UPM BE 9.0

Initial Site Setup – Collect Site/Dial Plan

Out-of-the-box dial plans
Usage profiles define services/dial plans/phones enabled for specific types of users.
Cisco UPM BE 9.0
Simplified Day 2 MACs

Single screen user/service provisioning
Cisco UPM BE 9.0
End-user Self-Care

Single portal for end-user preference settings – speed dials, SNR, DND, etc.

End-user phone provisioning
Cisco BE 6000 and UPM BE 9.0

Key Take Aways

- Purpose-built, Advanced UC for Midsize Companies
- Affordable Solution, Lowers TCO / Speeds ROI
- Simple to Install, Deploy, Manage, Administer, Upgrade
- Enhanced UC and Innovative Collaboration Features Roadmap
- Scalable Solution Grows with Business Strategy / Direction

Affordable. Simple. Scalable.
Additional Resources

- [cisco.com/go/midmarket](http://cisco.com/go/midmarket) < Cisco Small and Midsize Solutions
- [cisco.com/go/be6000](http://cisco.com/go/be6000) < Cisco Business Edition 6000
- [cisco.com/go/srnd](http://cisco.com/go/srnd) < Cisco Validated Design Zone
- [cisco.com/cug](http://cisco.com/cug) < Cisco Collaboration User Group
- [communities.cisco.com/community/technology/collaboration/product/uc](http://communities.cisco.com/community/technology/collaboration/product/uc) < Cisco Unified Communications Community
- [be6000@cisco.com](mailto:be6000@cisco.com) < Contact Us