

IPcelerate At a Glance



For
Small
Business



Cisco Smart Business Communications System integrated with IPcelerate

What is this solution?

The Cisco® Smart Business Communications System (SBCS) is an all-in-one voice and data solution designed to give you fast access to the people and information resources you need to be efficient and productive. Designed for flexibility, the solution provides a level of integration with third-party applications that other vendors cannot match. Now SBCS offers support for IPcelerate's IPsmartSuite. Easy to deploy and manage, IPsmartSuite helps streamline everyday business processes used by small companies. With IPsmartSuite, employees can use their Cisco IP phones to manage daily functions such as staffing, task management, payroll controls, billing, appointment reminders, and emergency response.

What business issues does the solution solve?

IPsmartSuite is aimed at small companies that do not have an IT staff. It creates a "business-intelligent" telephony environment that enhances the desktop experience for your employees. The product is simple to deploy and manage, and easy for the end user to use and change—all with minimal IT involvement. IPsmartSuite integrates smoothly with SBCS to help give your employees easy access to key operations in the organization. With one touch of an icon on the phone, employees can quickly accomplish tasks such as checking in patients, clocking in, recording conversations, reminding customers about appointments, and alerting managers. Designed for ease of use, the solution makes it simple to train employees who are already accustomed to using icons to access capabilities on their cell phones and computers. The solution also offers remote browser-based web access for operation anytime, anywhere.

What are the benefits?

In a competitive marketplace, today's small businesses are constantly looking for ways to streamline their most important business processes and help employees be more productive. IPsmartSuite is designed to give small companies with minimal IT staffs the rich communications features once feasible only for large enterprises. The combined solution by Cisco and IPcelerate lets you make the most of your technology investment to control costs, improve customer service, and enhance intracompany communications. The solution can help improve employee satisfaction by enhancing on-the-job training while providing a safer, more secure work environment. Table 1 lists the features and benefits of the integrated solution.

Table 1. Features and Benefits of the Cisco and IPsmartSuite Solution

Feature	Description	Benefits
Enhanced telephony desktop experience for offices	<ul style="list-style-type: none"> • Company and personal reminders and announcements • Dial-out reminders and alerts to customers, suppliers, and partners • Important conversations are recorded • Rotating wallpaper on phone to display photos or company information • One-touch buttons for alerts, 911 emergency notifications • Employee clock-in/clock-out, scheduling, overtime controls, notifications, and alerts 	Helps enhance employee productivity and streamline key business processes
Enhanced telephony desktop experience for clinics	<ul style="list-style-type: none"> • Dial-out reminders for patient appointments and call-out campaigns • Automated check-in with alerts to clinic personnel • Emergency alerts during clinic emergencies • Music and images displayed on phones for advertising or patient education • Important conversations are recorded, stored, and shared • Real-time or prescheduled clinic messaging of important information 	Helps healthcare providers boost efficiency and deliver better patient care
Enhanced telephony desktop experience for law firms	<ul style="list-style-type: none"> • Accurate client matter entry and phone call validations • Dial-out reminders for client and personnel appointments • Key conversations are recorded and archived for liability and compliance • Enhanced visual call coverage and status for employees • Personalized phone displays with photos or company information • One-touch buttons for help and emergency notification • Message of the day delivered via live or prerecorded audio and text • Automated dialer for call-out campaigns 	Improves client service, compliance, and firm efficiency
Enhanced telephony desktop experience for retailers	<ul style="list-style-type: none"> • Employee clock-in/clock-out and scheduling, with alerts for no-shows and overtime controls • Visual and audible employee recognition broadcasts • Task alerts with escalations to enhance productivity and training • Rotation of new product images or sales promotions at register • Key conversations are recorded to review and capture customer experiences • Internal and external emergency alerts • Message of the day delivered via live or prerecorded audio and text 	Streamlines business processes and helps improve customer experience

Why Cisco and IPcelerate?

Cisco, the leader in networking and communications, has teamed with IPcelerate, a leader in developing enhanced applications and solutions for the voice over IP (VoIP) environment. IPcelerate focuses on providing clients with highly integrated VoIP solutions that converge with a new or existing telecommunications infrastructure to better resolve business-critical issues. Together, our industry leadership and knowledge of the issues facing small businesses let us offer simple yet powerful solutions tailored for a variety of industries.

What do you do next?

Contact your Cisco representative today to ask how SBCS, integrated with IPcelerate’s IPsmartSuite, can help your organization enhance customer service, control costs, and foster better communications.

For information on IPcelerate, visit <http://www.ipcelerate.com>

For information on Cisco Small Business solutions, visit www.cisco.com/go/smallbusiness/



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