

Migrating 40,000 Cisco Employees to IP Telephony

Phased global effort produces cost savings for Cisco and valuable lessons for customers.

In 2000, Cisco Systems® began replacing its traditional PBX systems with Cisco® Unified CallManager clusters. More than 40,000 employees on campuses worldwide started using Cisco IP phones and Cisco IP SoftPhone software. The goals of this project were to realize cost savings, simplify the voice communications environment, and gain insights that would help simplify the IP telephony migration process for Cisco customers.

Business Benefits

- **Reduced costs for equipment, cabling, circuits, and operations.**
- **Improved employee productivity with new communications capabilities.**
- **Identified key lessons, defined processes and best practices, and produced materials to help customer migrations.**

“My goal was for Cisco to be our best first customer by showing worldwide leadership in the deployment of Cisco IP telephony.”

-- John Chambers, CEO
Cisco Systems

A cross-functional team, backed by the executive sponsorship of Cisco Systems CEO John Chambers, planned the migration strategy. This strategy focused on planning for deployment, operational processes, change management, and user communications and training. Specific project teams were created, with members from various company areas, including voice telephony, LAN and WAN engineering, implementation, support, and finance.

Migration implementation activities prepared the Cisco network infrastructure for converged voice and data traffic. These activities included assessment of LAN and WAN requirements, quality of service (QoS) configuration, creation of separate VLANs for voice and data site surveys, and plans for connecting with voicemail systems.

A special planning focus was on “Day 2” operations and support. Specific issues included planning for redundancy, establishing resources for backup and disaster recovery, and determining thresholds for service availability and performance. Support models and tools were reviewed to ensure capabilities for handling new voice-related issues. Also addressed were post-implementation issues such as equipment disposal and termination of PBX leases while maintaining positive vendor relationships.

Cisco realized both cost savings and new communications capabilities. Cost savings came from terminated PBX leases, reduced cabling requirements, simpler operations, and the ability to route more voice calls over the internal network. Cisco employees gained access to new features and applications that increase productivity such as Cisco Unified CallManager Extension Mobility, Cisco IP Communicator, Cisco Unified Video Advantage, and integration with the Cisco MeetingPlace® conferencing solution.

With the lessons learned, Cisco IT has developed a set of best practices and processes that customers can apply to their own IP telephony migration needs, thereby reducing migration time and effort.

Case Study: http://www.cisco.com/web/about/ciscoitwork/case_studies.html

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Note:

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