

## How Cisco IT in India Converged the VoIP and PSTN Infrastructure

Converged phone networks simplify support and management.

### BUSINESS BENEFITS

- Improved productivity
- Lower operating costs
- \$1 million equipment redeployed

“Cisco India IT deployed a converged PSTN and VoIP infrastructure solution successfully that allowed us to reclaim more than \$1 million dollars in equipment that can be redeployed in new facilities and will result in significant cost savings.”

– **Balaji V, manager, Cisco IT APAC Network Operations**

**To serve its growing operations in India, Cisco built a communications infrastructure that serves nearly 4500 users nationwide.** In compliance with local regulatory rules, Cisco constructed separate networks for PSTN and VoIP calls. After gaining approval to converge these two infrastructures, Cisco merged dual Cisco CallManager clusters into a single cluster with virtual partitioning to maintain separation between PSTN and VoIP calls.

**Prior to 2005, the VoIP systems across the PSTN and the data network could not be interconnected.** This required two network infrastructures: two phones on every desk, two voice mailboxes for every employee, and two Cisco CallManager clusters. This dual infrastructure was costly to deploy and costly to manage because it required twice the equipment and twice the effort to maintain. The challenge for Cisco IT was to find a way to merge physical aspects of

the two infrastructures without merging the calls—and to accomplish this in a manner acceptable to the local regulatory body.

**By maintaining a clearly separated dial plan using Call Partitions and Calling Search Spaces, Cisco India was able to obtain regulatory approval to merge its two separate voice systems into one.** Employees now have just one phone and one mailbox—something that has helped to increase employee productivity.

**Cisco IT has a single network infrastructure to manage and maintain.** Ongoing operating costs have been reduced with fewer network elements to monitor and maintain.

**Unused equipment can be redeployed to meet expansion needs.** Over US\$1 million in equipment has already been made available, helping to reduce capital expenditures as new facilities are opened.

The converged infrastructure helps increase productivity, reduce costs, and simplify management

**Case Study:** [http://www.cisco.com/web/about/ciscoitnetwork/case\\_studies/ipcommunications\\_dl10.html](http://www.cisco.com/web/about/ciscoitnetwork/case_studies/ipcommunications_dl10.html)

## FOR MORE INFORMATION

To read the entire case study or for additional Cisco IT case studies on a variety of business solutions, visit Cisco on Cisco: Inside Cisco IT [www.cisco.com/go/ciscoit](http://www.cisco.com/go/ciscoit)

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**Americas Headquarters**  
Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-1706  
USA  
[www.cisco.com](http://www.cisco.com)  
Tel: 408 526-4000  
800 553-NETS (6387)  
Fax: 408 527-0883

**Asia Pacific Headquarters**  
Cisco Systems, Inc.  
168 Robinson Road  
#28-01 Capital Tower  
Singapore 068912  
[www.cisco.com](http://www.cisco.com)  
Tel: +65 6317 7777  
Fax: +65 6317 7799

**Europe Headquarters**  
Cisco Systems International BV  
Haarlerbergpark  
Haarlerbergweg 13-19  
1101 CH Amsterdam  
The Netherlands  
[www-europe.cisco.com](http://www-europe.cisco.com)  
Tel: +31 0 800 020 0791  
Fax: +31 0 20 357 1100

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