



# Global Web Conferencing Deployment

How Cisco IT Deployed Global Web Conferencing



## A Cisco on Cisco Case Study: Inside Cisco IT

# Overview

- Challenge

  - Ensure smooth deployment of a new Web and voice conferencing solution

- Solution

  - Pilot project for Cisco® MeetingPlace® deployment, involving 478 users and a distributed server design

- Results

  - Validated deployment plans, improved training and support, and received positive user feedback

- Next Steps

  - Company-wide deployment of the Cisco MeetingPlace solution

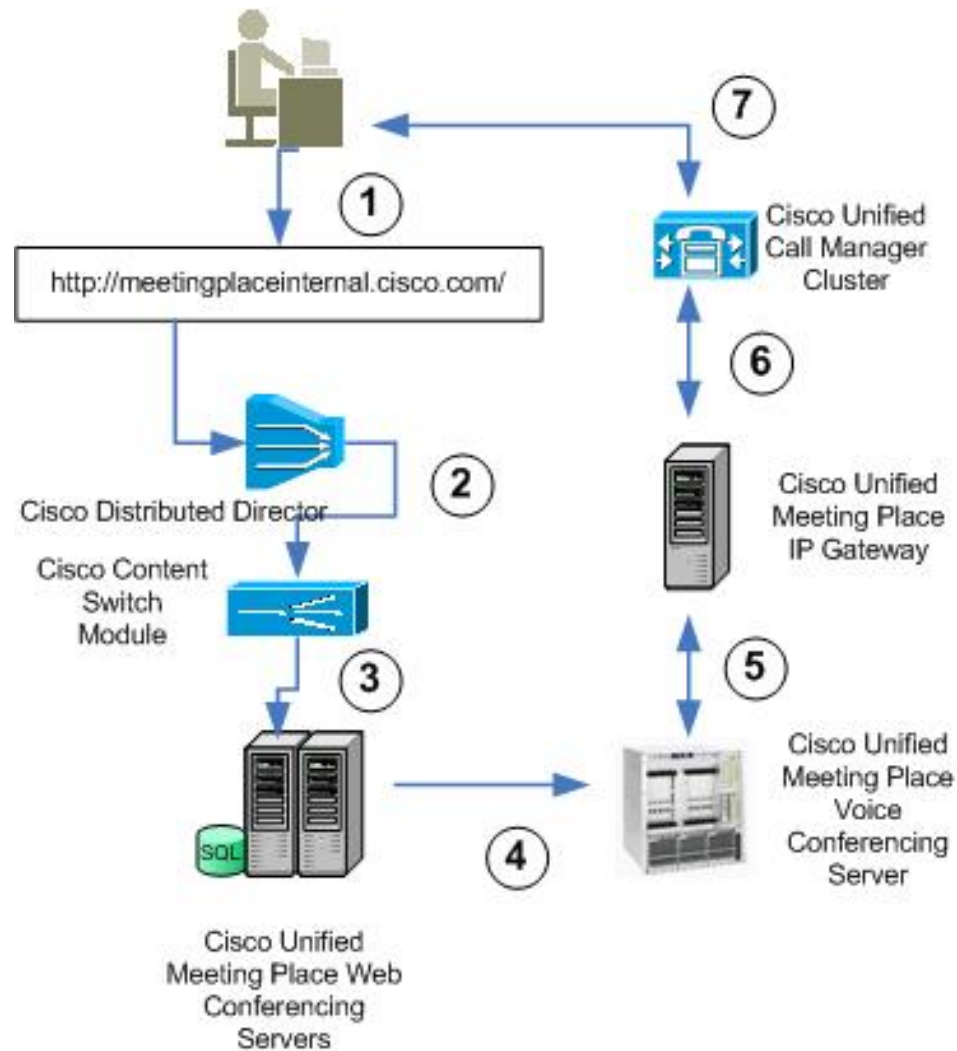
# Challenge: Validate Deployment Design and Plans

- Test stability of the MeetingPlace server cluster configuration
- Ensure that fault tolerance and redundancy meet internal SLAs
- Verify sufficient capacity to support expected call volumes
- Test scheduling integration with Microsoft Exchange/Outlook
- Test voice quality, application functionality, and upgrade processes
- Evaluate user materials, support processes, and satisfaction

# **Solution: MeetingPlace Pilot Deployment**

- Distributed server architecture with three clusters
- 478 registered users
- Separate URLs to control access by internal and external users
- Conference sessions automatically directed to correct server by Cisco Distributed Director and Cisco Content Switching Module
- User profiles created automatically from employee databases and propagated across servers for authentication

# Solution: Internal User Access Example



# Results: Positive Feedback, Lessons Learned

- High User Satisfaction

Users indicated that Cisco MeetingPlace is a more productive tool than other conferencing options

- Validated Deployment Design

Verified cluster stability, planned capacity, and failover capabilities

- Lessons Learned

Adjusted selected parameters based on functional testing

Identified necessary changes to training materials and support processes based on user experience

# Next Steps: Production Deployment

- Company-wide deployment with internal users migrated in phases based on conferencing use
- Seven Cisco MeetingPlace clusters, installed at four support processes based on pilot experience
- Integrate instant messaging and conference scheduling via Cisco IP phones

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

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