

How Cisco IT Deployed Global Web Conferencing

Cisco Unified MeetingPlace pilot project validates server configurations and integration of e-mail and calendaring.

BUSINESS BENEFITS

- Validated stability of server design, capacity planning, and failover capabilities.
- Determined the adjustments needed for conferencing parameters.
- Identified necessary changes to training materials and support processes based on user experience.
- Gained high user satisfaction.

“The pilot project helped Cisco IT better prepare for companywide deployment and identify areas for improvement in user training and support.”

– Lisa Ashcraft, Project Manager, Cisco IT

Cisco Systems® employees previously used various voice and Web conferencing systems and vendors to communicate with fellow employees, customers, and industry partners. When Cisco® acquired the MeetingPlace product line in 2004 (now called Cisco Unified MeetingPlace®), Cisco IT gained the opportunity to converge Web and voice conferencing onto a single platform. The first step in this convergence was a pilot project to validate plans, configurations, training materials, and support processes prior to companywide deployment.

Validating the distributed server architecture. The pilot project served 478 registered users with three Cisco Unified MeetingPlace server clusters and two failover clusters. This distributed design was selected for both pilot and full deployment in order to provide the best response time and access for users located worldwide.

Pilot project goals were achieved and plans confirmed. The pilot project validated the planned server configurations, system capacity, voice quality, and integration with user e-mail and scheduling applications. Cisco IT staff also gained valuable user feedback for improving training materials and support processes prior to companywide deployment.

Users gave positive reviews for the pilot project. A survey of pilot users gave a high level of overall satisfaction with the new conferencing system. Survey respondents also indicated that Cisco Unified MeetingPlace is a more productive tool than other conferencing options.

Companywide implementation. Cisco IT began a companywide implementation of the Cisco Unified MeetingPlace solution in February 2006. The implementation was expanded to seven Cisco Unified MeetingPlace clusters, installed at four locations around the world, with two additional failover clusters.

Realizing ultimate goals of improved communication and reduced costs. Once full implementation is complete, Cisco IT expects to realize its goals of improving the voice and Web collaboration experience, and controlling costs by converting to an IP-based voice conferencing infrastructure and a single, internal platform for Web and voice conferencing .

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

FOR MORE INFORMATION

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Americas Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
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
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
Tel: +31 0 800 020 0791
Fax: +31 0 20 357 1100

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