

How Network Architecture Simplifies the Deployment of Unified Communications

Network architecture enhances implementation of IP voice, data, and video products in the Cisco network.

BUSINESS BENEFITS

- Greater network intelligence
- Cost savings from IP communications
- Productivity improvements for employees
- Enhanced business processes
- Faster deployment of new services and applications

“Deploying a new application was just a matter of pulling in the right services, which already existed in the network.”

– **Jawahar Sivasankaran, Cisco IT Program Manager**

Like most enterprises, Cisco® wanted to converge its separate voice and data networks to reduce costs, improve operational efficiency, and easily adopt new technologies such as IP communications. However, the size and complexity of the Cisco network required more than a simple redesign. It required a new and comprehensive framework delivered by the Cisco Service-Oriented Network Architecture (SONA), which allows the Cisco network to support reusable, scalable services such as identity management, mobility, security, and voice call control.

The SONA framework has been instrumental in Cisco’s internal deployment of Unified Communications solutions. Occurring in multiple phases and locations since 2000, the Unified Communications

implementation has brought new, IP-based voice and video services to Cisco employees working in company offices, at home, or in contact centers worldwide.

Cisco IT deployed the Unified Communications solutions incrementally, starting with basic telephony services, then adding advanced technologies and customized applications. The Cisco SONA framework assured that all the underlying network layers were complete and all the supporting technologies were ready as each new solution was deployed.

Cisco IT has applied the SONA framework to other technology areas, such as data centers and mobility, to yield additional benefits. As Cisco expands its presence in new locations, the SONA framework and Unified Communications solutions will be applied to ensure corporate standards are followed globally.

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

NOTE

This publication describes how Cisco has benefited from the deployment of its own products. Many factors may have contributed to the results and benefits described; Cisco does not guarantee comparable results elsewhere.

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