

## How Cisco Built Survivable Remote Site Telephony into IT Operations Command Center

SRST ensures highly reliable backup for critical operations command center.

### BUSINESS BENEFITS

- Fail-safe, mission-critical telecom availability
- Replicable at both major and remote sites
- No loss of IP telephony feature set

“Cisco San Jose IP telephony system provided 99.998 percent dial-tone availability. We needed better.”

**Fran McCreary, IT Project Manager, Cisco**

**When Cisco converted to an IP telephony network and exchanged its TDM-based PBX switches for Cisco Unified Communications Manager (formerly Cisco CallManager) clusters, the company’s mission-critical Operations Command Center (OCC) was, understandably, reluctant to make the change.** This small group facilitates problem resolution for significant corporate-wide failures that could affect global business continuity. While IP telephony proved itself over time to be a remarkably reliable architecture for voice, OCC could not risk a moment of downtime.

**The OCC demanded a strategy that would guarantee fail-safe operations in the rare event of IP failure.** Cisco evaluated every alternative including other vendors’ solutions and placing two

telephones on each desk. Cisco ultimately determined that the best solution was a redundant architecture based on Cisco Survivable Remote Site (SRS) Telephony, a feature of the Cisco IOS Software. SRS Telephony automatically detects a failure in the network, and then uses Cisco Simple Network Automated Provisioning (SNAP) capability to initiate a process to intelligently autoconfigure the router to provide call-processing backup redundancy for IP phones.

**The OCC now has the confidence that its IP telephony network will continue to operate even if the general Cisco network experiences problems.** Additionally, OCC did not have to give up any features or capabilities of IP telephony to achieve extraordinary levels of availability.

“For enterprises considering IP telephony in the past, the prior lack of remote survivability was an insurmountable barrier,” says Joel Conover, a senior analyst with Current Analysis.

**Based on the success of SRS Telephony for operations requiring highly redundant IP telephony systems, the OCC will become a Cisco Showcase site for SRS Telephony.** Long term, Cisco is investigating extending the solution to support wireless phones and Cisco IP SoftPhone software.

Numerous large enterprise customers have already expressed interest in this specialized application of SRS Telephony, primarily for their operations command centers and critical call centers.

Redundant SRS makes IP telephony acceptable for critical enterprise operations.

## 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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