



Cisco Unity Release 7.0

How Cisco IT Upgraded to
Unity 7.0 for Enhanced
Collaboration and Security



A Cisco on Cisco Case Study: Inside Cisco IT

Overview

- Challenge

 - Upgrade without disruption

- Solution

 - Performed live handoff to new software

- Results

 - Enhanced collaboration

 - Simplified management and smaller footprint

- Next Steps

 - Enable new features

Challenge

Upgrade Without Disruption

- Cisco currently has approximately 72,000 voice mailboxes
- Most of the company was still using Cisco Unity 4.0
- Cisco wanted to upgrade all global offices to the newest version
 - Goal: take advantage of new features for anytime, anywhere collaboration and enhanced security
- Cisco IT wanted to keep outages to a maximum of 30 minutes during nonbusiness hours

Solution

Performed Live Handoff to New Software

- Upgraded to Cisco MCS 7845 H2 Media Convergence Servers

Onboard Redundant Array of Independent Disks (RAID) provides the high availability that Cisco needs for mission-critical messaging

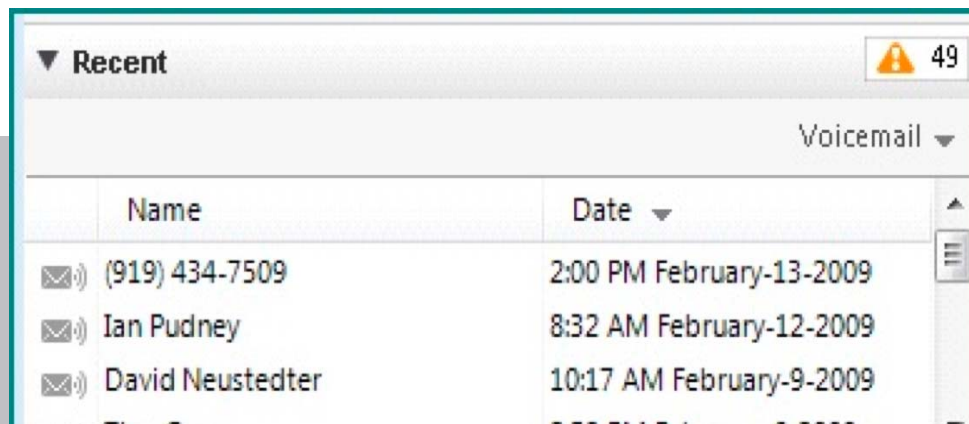
Conserves data center space, cooling, and power because it uses only two rack units for each server, compared to seven rack units for the old servers.

- Prestaged the new server the week before upgrade
- Performed a live handoff to the new software during nonbusiness hours
- Performed the upgrade a few servers at a time, to minimize IT resource requirements

Solution

Enabled Unity Integrated Messaging

- Cisco's voicemail retention policy requires messages to be deleted
 - Cisco needed a way to enforce policy if employees saved messages in their email inbox or PC hard drives. Therefore, Cisco had not yet enabled integrated messaging
- New security features in Cisco Unity 7.0 enforce the retention policy
- Cisco set the encryption keys to expire after 30 days so that saved messages become unplayable



Results

Enhanced Collaboration

- New features save time for Cisco employees who use voicemail extensively to stay in touch with customers and collaborate with coworkers

Most popular: dropped call recovery, less time to address messages, easier log in, and alternate extension detection, remembered message playback speed, and an option for brief prompts

- Employees save time every day by checking voicemail and email messages from one interface instead of two separate interfaces



Results

Simplified Management and Smaller Footprint

- 75 percent fewer servers to support, power, and cool

Cisco Unity 7.0 supports 10,000 subscribers on a single pod, compared to 5000 on previous version

- Reduction in power usage and support costs



Next Steps

Enable New Features

- Begin using the voice user interface (VUI)

Will require tuning the system for myriad dialects and accents heard throughout Cisco's global offices. The company plans to begin using the VUI when it upgrades to Cisco Unity 8.0, which will have more tuning controls.

- Deploy Visual Voicemail

Widget that employees can use to view, listen, and respond to Cisco Unity messages from the Cisco Unified IP phone display,

- Deploy Cisco Unity 8.0 and Cisco Unity Connection 8.0



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