

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

New features make it faster to message customers and coworkers, simplify management, and free up data center space.

### BUSINESS BENEFITS

- Saves time for employees every day
- Enables collaboration
- Reduces support requirements by 50 percent
- Reduces data center space by 75 percent

“The upgrade to Unity 7.0 reduced our data center space by 75 percent, and also reduced power usage and support costs.”

**David Neustedter**  
IT Network Engineer, Cisco

**Cisco has been using Cisco® Unity® globally since 2004, and currently has approximately 72,000 voice mailboxes.** Cisco IT wanted to upgrade all global offices to the newest version to begin taking advantage of new features for anytime, anywhere collaboration and enhanced security.

**The challenge was how to execute the upgrade to minimize disruption to a mission-critical service.** Cisco IT wanted to keep outages to a maximum of 30 minutes during nonbusiness hours so that productivity and customer service would not be affected.

**Cisco IT managed the upgrade with minimal disruption.** The team prestaged the new server the week before the upgrade, and then performed a live handoff to the new software during nonbusiness hours.

**New features in Cisco Unity 7.0 save time for Cisco employees who use voicemail extensively to stay in touch with customers and collaborate with coworkers.** New features that are especially useful for Cisco include dropped call recovery, less time to address messages, easier log in, 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.** Although integrated messaging was available in earlier versions, Cisco adopted it for the first time with Cisco Unity 7.0, because new features enable Cisco to enforce its voicemail retention policy.

**Cisco has reduced by half the number of servers that it needs to support, power, and cool.** This is because Cisco Unity 7.0 supports double the subscribers on a single pod.

## FOR MORE INFORMATION

To read the entire case study or 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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