

How Cisco Mobile Workers Use Wireless VoIP Phones to Stay Connected

Employees in shipping and receiving experience great flexibility with wireless IP phones.

BUSINESS BENEFITS

- Enhanced customer service
- No monthly service fees
- Improved productivity
- Connects to existing VoIP network
- Little maintenance required

“We can quickly call back to shipping and receiving to help a customer track down a package.”

– Nick Williams, Cisco team lead

Employees frequently want to know where and when a package is delivered and they want to talk directly to drivers, without pages and callbacks. To meet this need, Cisco IT uses Cisco Wireless 7920 IP phones. The 7920 is an easy-to-use IEEE 802.11b IP phone that provides comprehensive voice communications in conjunction with Cisco CallManager and Cisco Aironet IEEE 802.11b access points.

The Shipping and Receiving department at the Cisco Research Triangle Park, North Carolina, campus receives, tracks, and delivers more than 250 packages a day for more than 2800 employees dispersed over a 12-building campus. Using two-way radios to communicate provided mixed results. IT sought a cost-

effective solution that could take advantage of the existing wireless infrastructure and act as an extension of Cisco’s IP telephony environment.

The wireless IP phones are configured with office phone extensions and are as reliable and as cost effective as any IP “land line.” Additionally, the Cisco IP Phone 7920 provides Layer 2 mobility for Cisco employees, enhanced wireless LAN (WLAN) security through Wired Equivalent Privacy, and quality of service through 802.11e.

By carrying their phone extension with them, drivers are available at any time within the access points’ service areas. Employees benefit from direct and timely communications and Cisco saves money from the elimination of monthly service fees for call and pager charges.

Employees now can inquire directly about their shipments.

Case Study: www.cisco.com/en/US/about/ciscoitwork/case_studies/wireless_dl2.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

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