



# Cisco Unified Communications Solutions For Small and Medium-Sized Businesses

## Cisco Unified Communications Solutions for Small and Medium-Sized Businesses

Cisco® Unified Communications solutions unify voice, video, data, and mobile applications on fixed and mobile networks, enabling the human network to effectively collaborate every time, everywhere, with everyone included.

Cisco Unified Communications solutions offer presence and instant messaging capabilities that help employees reach each other on the first try, integrated messaging that combines email and voicemail, wired and wireless phones working together to extend the workspace, video and web conferencing for improved collaboration, contact center applications, and more.

Cisco offers several unified communications solutions to small and medium-sized businesses. The customer's overall requirements should always determine which product you recommend. This document will help our partners better understand the differences between the solutions, so that we can all serve our customers better.

Figure 1. The size of your customer's business is just one factor that determines which solution will be the best fit.

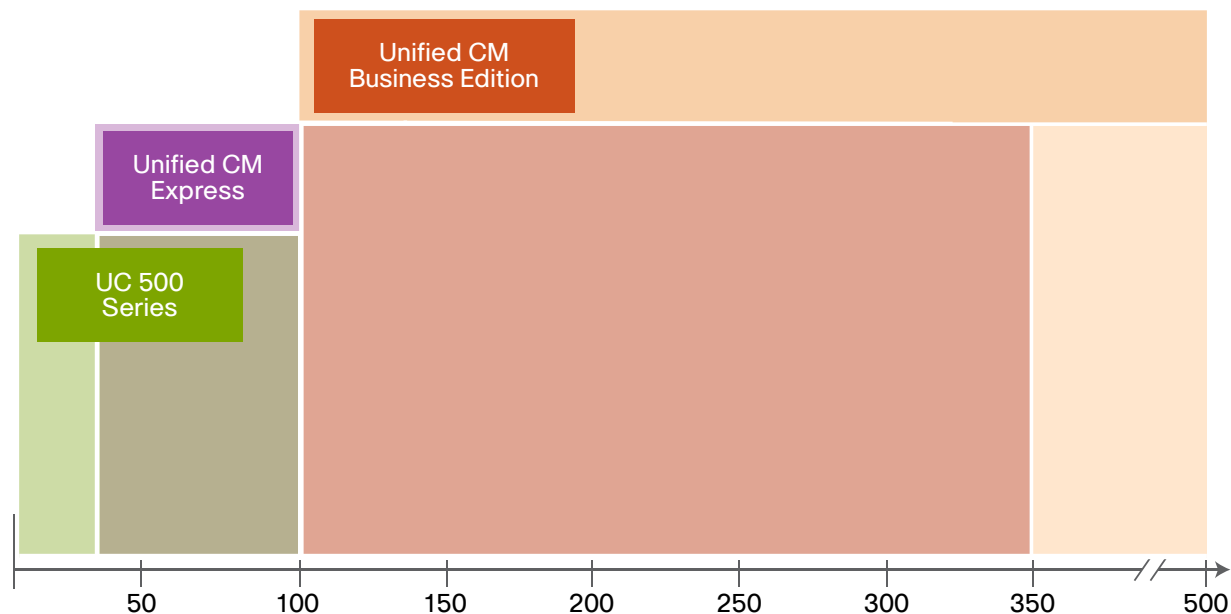


Figure 2. The customer's overall requirements should always determine which product you recommend.

Customer Requirement	Recommend
<b>Up to 104 employees</b>	
Voice/UC, data, security, on a single platform	Smart Business Communications System
<b>More than 104 employees</b>	
Voice/UC, data, security, on a single platform	Unified CM Express
Network infrastructure and voice	Unified CM Express
Add voice to an existing deployed ISR	Unified CM Express
Voice, messaging, mobility on a single server	Unified CM Business Edition
Advanced UC features and applications	Unified CM Business Edition
Larger, fast growing business	Unified CM Business Edition
Considering other enterprise-class products	Unified CM Business Edition



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## Cisco Smart Business Communications System

The Cisco Smart Business Communications System was designed to help small businesses improve their ability to reach, serve, and retain customers. This affordable, complete system delivers voice, data, video, and wireless networking for businesses with up to 8 to 75 users.

The Cisco Smart Business Communications System makes anytime, anywhere, highly secure access to information possible, for more effective, efficient communication with customers and employees. This purpose-built business communications solution is easy to deploy and use, and it allows for business growth. Award-winning support and easy financing, delivered through local partners, complement the solution.

### Quick Reference

- Optimized for 8 to 75 users
- Purpose-built for small and medium-sized businesses
- Integrates voice, messaging, video, and data
- Easy to set up, use, and manage
- Cisco Configuration Assistant
- Cisco Unified CallConnectors for presence, mobility, instant messaging, and integration with Microsoft and CRM applications
- Based on the Cisco Unified Communications 500 Series for Small Business

## Cisco Unified Communications Manager Express

Cisco Unified Communications Manager Express and Cisco Unity® Express deliver rich voice and unified communications capabilities on a Cisco integrated services router (ISR) platform. Data networking, video, wireless LAN, and security, including VPN and firewall, can be enabled on the same platform. These solutions are well suited to businesses with 30 to 175 users.

Cisco Unified CallConnectors add click-to-dial features, along with Microsoft Outlook and CRM integration to improve employee efficiency and productivity. Optional presence, mobility and contact center applications can be integrated as well. CRM and contact center applications can be integrated as well.

Cisco ISRs are simple to deploy and manage, with high reliability to ensure continuous operation.

### Quick Reference

- Optimized for 30 to 175 users
- Voice and data, including routing, security, WLAN, a PSTN gateway, and/or switching, on the same platform
- Cisco Unified CallConnectors for presence, mobility, instant messaging, and integration with Microsoft and CRM applications
- Based on a compact, reliable Cisco integrated services router

## Cisco Unified Communications Manager Business Edition

Cisco Unified Communications Manager Business Edition delivers advanced unified communications features, including voice, advanced messaging, and mobility, on a single server. It is well suited to businesses with 100 to 350 users and up to 20 sites.

Cisco Unified Communications Manager Business Edition includes Cisco Unified Mobility and supports optional Cisco Unified Presence for improved efficiency and productivity. It also supports a broad portfolio of applications that transform how businesses work, including collaboration, contact centers, soft clients, third-party applications, and the Cisco Unified Application Environment.

The single-server design features a dual-disk RAID array for resiliency, and simplified installation and management for a low total cost of ownership.

### Quick Reference

- Optimized for 100 to 350 users
- Offers advanced unified communications capabilities
- Supports Cisco Unified Presence, Cisco Unified Mobility, and Cisco Unified Personal Communicator
- Supports a broad portfolio of applications, including third-party applications
- Single-server design includes a dual-disk array for redundancy