



## EXECUTIVE SUMMARY

### Partner Affiliation

- Cisco Technology Developer Partner
- Cisco Industry Solutions Developer Program
- Cisco Industry Solutions Partner Network

### Associated Cisco Solution

- Unified Communications for Regional Government

### Customer Benefits

- Increased citizen safety
- Improved effectiveness of services
- Increased ability to achieve education excellence
- Enhanced economic development

### Targeted Industries

- Regional government

### Geographical Regions Served

- The Americas (United States, Canada, Latin America)
- Western Europe
- Asia-Pacific (in 2008)

## Cistera Networks Regional Government Solutions

### Partner Overview

**Cistera Networks® makes application-driven telephony a reality by setting the new standard for advanced IP phone application platforms and engines for enterprise voice-over-IP environments. The award-winning Cistera ConvergenceServer provides unified application administration as well as fault and performance management for enterprise IP Communications application services deployments. The next-generation platform helps government organizations take advantage of IP networks to deploy event-alerting and notification solutions including real-time recording and monitoring for quality assurance, compliance, and auditing.**

### Partner Solution Description

Cistera Event Alerting and Notification (EAN) solutions provide a comprehensive multimode messaging capability to a large number of devices including two-way radios and IP, analog, and mobile phones. The solutions can help speed response time and improve quality of service by enabling first responders and government agencies to quickly relay actionable information in real time to local government staff, citizens, and the community. Cistera EAN solutions lead the industry in terms of scalability, with established customer successes that include more than 100,000 IP phones spanning multinational sites.

Cistera Quality Assurance and Compliance (QAC) solutions provide regional government with total recording and monitoring capabilities. QAC addresses sensitive areas, such as community safety groups, and offers ad hoc recording capabilities for individual calls. The solutions also facilitate real-time remote monitoring—Web- and extension-based—for IP phones and desktops, as well as reporting and archiving.

Customer testimonials and hundreds of references demonstrate the company's ability to integrate multiple city and state agencies and effectively deploy solutions that can be cost-effectively managed from a central location in and between local and state governments. Cisco® and its resellers routinely contact Cistera for large-scale projects, and the company can help ensure that solutions meet stringent reliability and high-availability requirements.

### Core Components of the Partner Solution

The proven Cistera Networks solutions come as a result of the company's years of experience working with Cisco channel partners. Cistera facilitates rapid, cost-effective solutions, each of which comprises several application engines and an appliance:

- RapidBroadcast: Broadcasting and notification for IP phones
- QuickConnect: Broadcast and notification for cellular and analog phones
- LandMobileRadioConnect: Two-way radio integration for push-to-talk, bridging, and recording
- ZoneController Appliance: Overhead paging integration appliance

Other Cistera Networks solutions used in the regional government market include Cistera Quality Assurance and Compliance and Unified Communications Engines:

- QuickRecord: Ad hoc recording systems, personal Dictaphone with podcasting, and transcription players
- CallCenterRecord: Continuous recording and monitoring solutions including enhanced 911 recording
- VirtualDirectory: Directory integration tool for large-scale directory and presence management
- PresenceManager: Sophisticated time-of-day and do-not-disturb capabilities for campuswide management and control
- QuickConference: Team-centric conference engine for notification solutions

### Related Cisco Products

- Unified Communications: Unified IP phones

### Related Partner Information

Cistera Networks Regional Government Solutions:

<http://experience.cistera.com/experience/vertical/government.jsp>

### For More Information

#### Cistera Networks

[www.cistera.com](http://www.cistera.com)

Partner Support Desk

Cistera Networks

866 722-2660

[sales-support@cistera.com](mailto:sales-support@cistera.com)

#### Cisco

[www.cisco.com](http://www.cisco.com)

Todd Young

Technology Partner

Manager

919 392-9356

[todyoung@cisco.com](mailto:todyoung@cisco.com)



#### 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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