

How Cisco IT Deployed a Laptop-Based IP Telephony Solution

Cisco IP Communicator for mobile employees improves productivity and reduces cell phone costs.

BUSINESS BENEFITS

- Saved 3–5 hours a week per employee
- Reduced annual cell phone bills by US\$500,000
- Did not increase support costs: same management interface as Cisco IP phones

“Cisco IP Communicator cost \$260,000 to deploy and has a net present value of \$1.7 million over three years. That’s a pretty good business case.”

– Lee Williams, Cisco IT Project Manager

Mobile employees at Cisco Systems® typically used cell phones to make and receive calls, check voicemail, and dial into conference calls. They lacked productivity features available on their office Cisco® IP phones, such as Cisco Unity® Unified Messaging, 5-digit dialing, Cisco Meet Me conferencing, and an online directory.

Cisco wanted to provide mobile employees with the same voice productivity features the employees enjoyed at their offices. A secondary goal was to reduce the average cell phone bill, which exceeded \$100 per month. With more than 10,000 mobile employees, even a small reduction in the average would yield high savings.

Cisco provided a group of 700 mobile employees around the world with Cisco IP Communicator software, which makes a PC behave like a Cisco IP phone. Employees wear a Platonic’s headset and communicate over a VPN.

Increased productivity. Cisco IT estimates that mobile employees gain the equivalent of three to five hours a week through access to Cisco Call Manager productivity features. Approximately 16,000 employees had begun using Cisco IP Communicator by August 2005.

Reduced phone bills. Cisco Finance conservatively estimates that cell phone bills dropped by 5 percent as a result of Cisco IP Communicator, for \$500,000 annual savings.

Greater security. Voice traffic travels over a VPN, so it is encrypted from end to end. Security exceeds that of cell phone or home phone networks.

Excellent voice quality. Mobile employees using Cisco IP Communicator experience the same voice quality available at Cisco offices. Calls only require 70 Kbps bandwidth. Voice quality remains excellent when employees connect over WLANs.

With Cisco IP Communicator, mobile employees can be reached at their ordinary phone number no matter where in the world they are working

Case Study: http://www.cisco.com/web/about/ciscoitwork/case_studies.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

NOTE

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