

How Cisco IT Designed and Deployed Cisco Unity for Global Voicemail

Cisco Unity voicemail adoption saves equipment lease and management costs.

BUSINESS BENEFITS

- Dramatically reduce leasing and servicing costs
- Improve availability in the event of WAN failure
- Enhanced call management features for users
- Flexibility in moving employees
- Easier connections to remote and temporary sites

“Standards-based messaging solutions are capable of delivering effective business transformation for those enterprises willing to take the right steps with the right partners.”

– Meta Group

Few technology migrations are more disruptive than changing over a telephone messaging system, particularly when moving from traditional leased service to in-house IP-based service and support. Yet Cisco was determined to do so to avoid paying millions of U.S. dollars each year to telecom providers. Cisco also wanted to create a large enterprise environment to run versions of its flagship Cisco Unity messaging environment; Because the company was not using its own voice-messaging product, the sales force had a less compelling story to share with customers on the benefits of adopting Cisco Unity technology.

Integrating voice and data technologies on a global scale across the network remains one of the biggest challenges facing any IT infrastructure organization. The Cisco IT organization faced a significant learning curve in understanding the integration issues surrounding the voice technologies, Active Directory, and Microsoft Exchange. Most IT resources either had a strong background in the

“data” or the “voice” technologies but not in both. Cisco IT addressed this issue by creating a strong cross-functional team.

The company’s chosen solution, called Program Unity, deploys a single Cisco Unity Voice Messaging solution across all Cisco geographic regions, replacing 160 Octel systems with a single Cisco Unity solution based on 45 Cisco Unity Voice Messaging servers. Cisco Unity represents a suite of IP-based messaging services that enable unified messaging capabilities with Microsoft Exchange and Lotus Domino.

In addition to centralizing and consolidating the Cisco voice-messaging environment, the program offers new functions to subscribers, such as the ability to use Internet Explorer to access the Cisco Unity Inbox to review, listen, and manage new and saved messages, and to manage account settings. Subscribers can also use Cisco Unity to be notified of new messages by e-mail or text pager.

IP messaging can be part of the bridge between business performance and business transformation.”-- Meta Group

The implementation of Cisco Unity reflects the long-term commitment of Cisco to deliver an end-to-end architecture for the convergence of voice, video, and data across its own network.

An IP-based messaging system provides ease-of-use for both the enterprise and user.

Case Study: http://www.cisco.com/web/about/ciscoitwork/case_studies/ipmessaging_dl1.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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