



Cisco IT  
Executive  
Presentation  
Unified  
Communications



**Version 13, Q3, FY09**

Produced by the Cisco on Cisco team within Cisco IT

# Unified Communications at Cisco

## Global Deployment

- 300+ locations covered
- 119,000 phones deployed
- 30,000+ IP Communicators deployed
- 15 Cisco Unified Communication Manager clusters running 7.0 support these sites (10 more for Extranet voice, IP Contact Centers, and alpha product testing)
- 72,000+ Cisco Unity voice-mail boxes activated
- Over 30,000 Unified Video Advantage users
- 26 Global Unified Contact Center locations with 4700 agents handling 22+ Million calls per year, supported by 2 Intelligent Contact Managers
- 456+ TelePresence systems, 1200+ H.323 videoconference rooms
- WebEx deployed - Average of 60+ million Meeting Center voice + web minutes per month



# Executive Summary



## Flexibility

- Reducing 262 PBXs to 15 clusters of Cisco Unified Communication Managers to support 119+K users improves manageability and new services flexibility



## Savings

- IP Telephony migration saved an estimated \$26M /year
- Unity migration saved an estimated \$7M /year
- TelePresence avoided \$215 M in travel so far



## Mobility

- Unified Personal Communicator and Extension Mobility have become the mainstay of flexible workplaces
- IP Communicator, and Unified Personal Communicator with VPN and wireless, brings mobility to traveling employees



## Video

- Cisco Unified Communications solution forms the infrastructure for seamless voice and video solution for better collaboration
- Over 1200 video rooms, and 30,000 Unified Video Advantage users to date



## Applications

- Cisco Unified Communications Applications simplify GTRC menus and sales contacts and services.
- Presence information, Click to Talk, and voice recognition integrate with sales and partner applications

# Unified Communications at Cisco Today

## Europe and Emerging Markets

One large CCP/SRST cluster across three sites  
Three standalone Cisco Unified Communication Managers due to latency

Centralize call processing  
Survivable remote site telephony



## Americas

- Raleigh to serve all Southeast U.S. and South America
- Boxborough to serve all Northeast U.S. and Canada
- San Jose to serve all West/Central U.S. and Mexico
- Toronto (Kanata) to serve all of Canada

## Asia Pacific

Five CCP/SRST clusters to serve 40 offices

# San Jose Campus – 2000-2003

## Old TDM World

Proprietary TDM Network

Architecture

- 64 EPN equipment cabinets
- 2 dual processor cabinets
- 45 buildings
- 24,000 phones

Installation

- Each EPN, 2.5 Eng. for 2-3 mos.

Support

- Lucent per-port charges  
MACs = 6-8 technicians

## New IP World

Shared IP Network

Architecture

- 1 network using existing infrastructure
- 18 servers
- 2 buildings (K & 12)
- 24,000 IP phones

Installation

- 2 engineers for 8 hrs

Support

- No per-port charges  
MACs = 1 integrated INS team

# Cisco Conferencing & Collaboration

## Addressing Multiple Usage & Deployment Scenarios

Ad-hoc  
collaboration

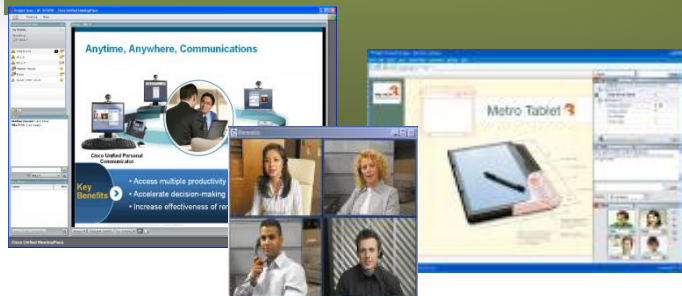
WebEx Connect,  
Unified Personal  
Communicator

Everyday Meetings  
(Project, Customer, Training)

WebEx Meeting Center

Face to Face  
Meetings

Cisco TelePresence  
WebEx with Video  
Video Conferencing



Capabilities – Richness of User Experience

# Unified Communications at Cisco

Past	Present	Future
<ul style="list-style-type: none"><li>• All-PBX infrastructure</li><li>• Replaced with IP Call Managers in 2000-2002 timeframe</li><li>• Lease costs saved: \$1.5M /year in San Jose</li></ul>	<ul style="list-style-type: none"><li>• Global:<ul style="list-style-type: none"><li>– 119,000+ IP phones</li><li>– 15 IP Cisco Unified Communication Manager Central Call Processing clusters running 7.0 supporting telephony</li></ul></li><li>• IP Communicator, Unified Personal Communicator, Unified Video Advantage, WebEx and TelePresence deployed</li><li>• Global UC Applications</li><li>• Home office IP telephony extensions</li></ul>	<ul style="list-style-type: none"><li>• New UCM features, new unified communication applications, bring new business capabilities</li><li>• Full video solution combine TelePresence, WebEx, H.323 video</li><li>• Presence, mobility, click-to-talk, voice recognition, voice and video combine with Web 2.0 tools and internal applications for improved collaboration</li><li>• Continue to upgrade Communications Managers, presence and mobility servers for more functions</li></ul>

# Unified Communications – Business Value Snapshot

## Productivity

- Use of IP communication tools from almost anywhere in the world.
- Integration with collaboration, mobility, Web 2.0 tools save time and improve productivity



## Quality/End User Experience

- Automated monitoring
- Global coordinated management and upgrades



## Cost Savings

- IP Telephony migration saved an estimated \$26M /year
- Unity migration saved an estimated \$7M /year





# Unified Communications – Business Value Snapshot

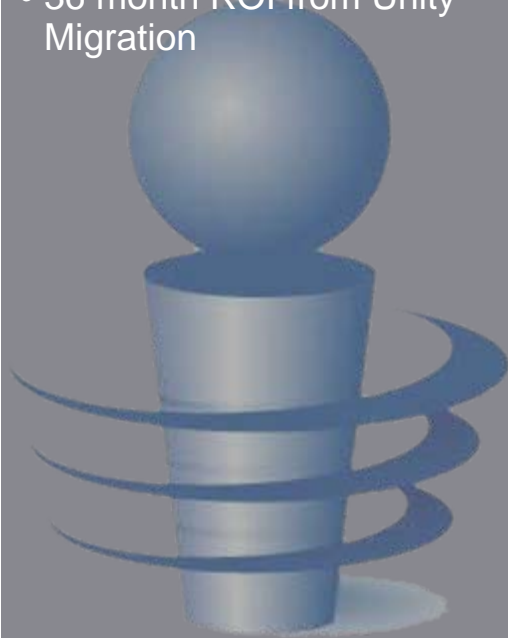
## Cost Avoidance

- TelePresence reduce business travel expenses by ~\$215+M



## ROI

- Total predicted ROI from TelePresence of \$240M by Oct 2009
- 36 month ROI from Unity Migration



## Green

- Travel avoidance gained by 53,788+ of total TelePresence meetings and savings of 116,182+ metric tons of carbon emissions



To learn more about real-world  
Cisco IT deployments, visit  
[www.cisco.com/go/ciscoit](http://www.cisco.com/go/ciscoit)

