Cisco IT Executive Presentation
Unified Communications

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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 $215M 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 Conferencing

Capabilities – Richness of User Experience
## Unified Communications at Cisco

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<tr>
<th>Past</th>
<th>Present</th>
<th>Future</th>
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<tr>
<td>• All-PBX infrastructure</td>
<td>• Global:</td>
<td>• New UCM features, new unified communication applications, bring new business capabilities</td>
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<tr>
<td>• Replaced with IP Call Managers in 2000-2002 timeframe</td>
<td>– 119,000+ IP phones</td>
<td>• Full video solution combine TelePresence, WebEx, H.323 video</td>
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<td>• Lease costs saved: $1.5M/year in San Jose</td>
<td>– 15 IP Cisco Unified Communication Manager Central Call Processing clusters running 7.0 supporting telephony</td>
<td>• Presence, mobility, click-to-talk, voice recognition, voice and video combine with Web 2.0 tools and internal applications for improved collaboration</td>
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<td>• IP Communicator, Unified Personal Communicator, Unified Video Advantage, WebEx and TelePresence deployed</td>
<td>• Continue to upgrade Communications Managers, presence and mobility servers for more functions</td>
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<td>• Global UC Applications</td>
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<td>• Home office IP telephony extensions</td>
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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
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