



Cisco IT Executive Presentation Unity Voice Messaging

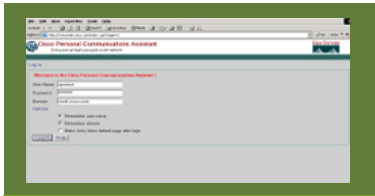


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Produced by the Cisco on Cisco team within Cisco IT

Executive Summary

Unity Voice Messaging, Global Deployment



72,000+ mailboxes supported

80+ Cisco Unity servers deployed at 11 locations

Large global deployment

Currently running Unity 7.0 on Cisco MCS 7845 H2

Web control of voice messaging enabled today

Single voicemail box for hardware phone, PDA, and soft phone

Access voicemail by phone or email

Early migration to Unity results:

>86% reduction in voicemail systems

Consolidated to 92% fewer locations

Saving several million dollars per year

Migration to Unity 7.0:

Higher capacity servers cut number of Unity servers required in half

Integrated messaging lets check voicemail and email messages together (securely)

Ability for IT to centrally manage voice mail services globally

Reduced costs due to user's ability to reset their voicemail password themselves

San Jose Campus – initial migration

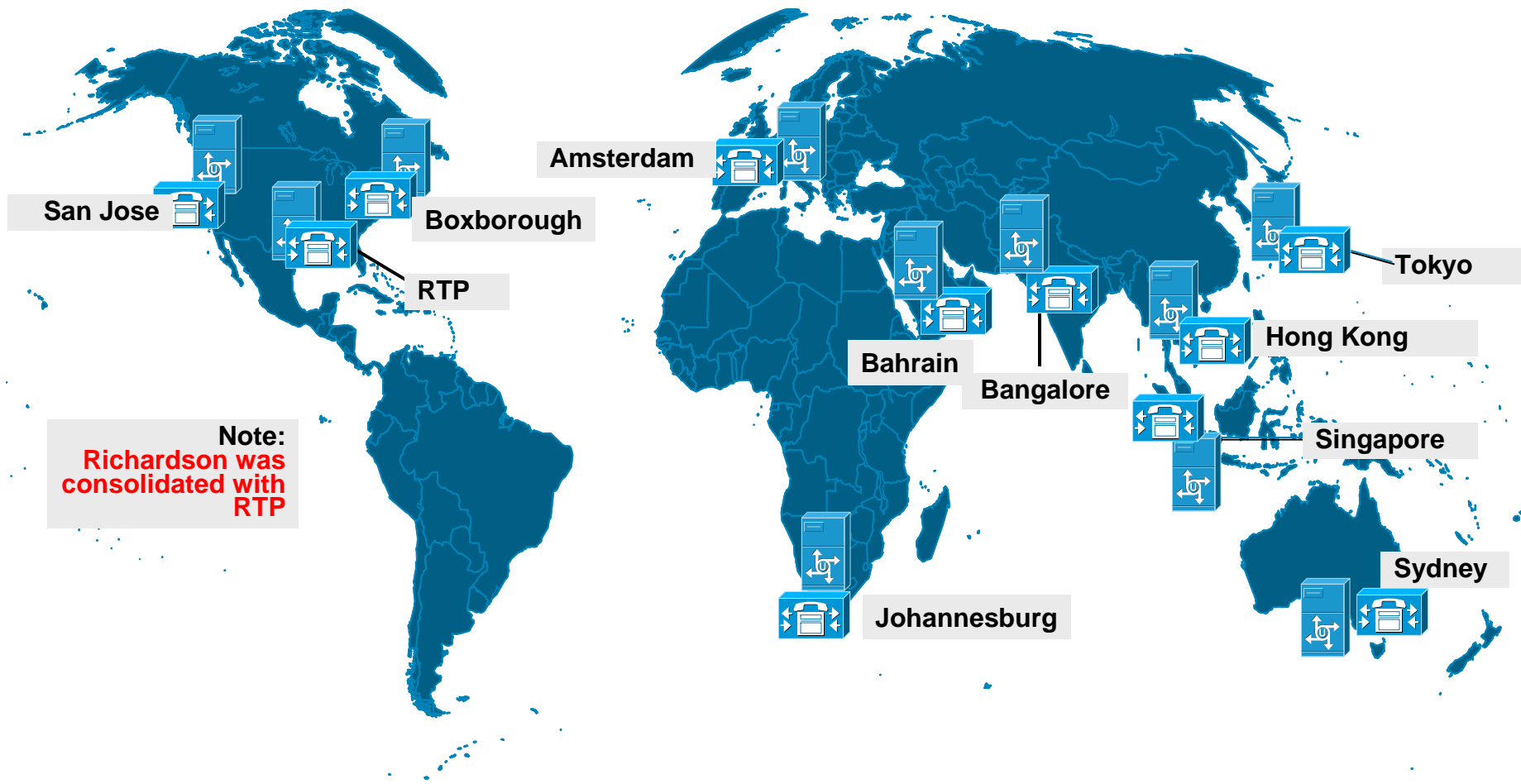
Old TDM World

- Legacy voice-mail systems connected to PBXs
- Architecture
Two legacy voice-mail systems
Incompatible digital voice-mail protocol between Aria and Serenade required analog to digital Serenade Gateway in San Jose for reliable message delivery.

New IP World

- Application on the converged IP Network, along with all voice and video and data applications
- Unity and Cisco Unified Communications Manager foundation for reduced operating costs
- Architecture
One Cisco Unity organization and all digital networking
No legacy gateways required
- Integration with web browser, email, PDA, and Personal Communicator (software phone)
- Integrated Messaging supports secure voicemail over email. Speech Connect enables calls using voice recognition.

Global Clusters



Cisco Unity Cluster



Cisco Unified Communications Manager Cluster

Voice Messaging at Cisco

Past	Present	Future
<ul style="list-style-type: none">• 25,000+ voice mail boxes, 184 legacy voicemail servers, and only 2,000 Cisco Unity voice mail boxes• Unity migration eliminated over 3000 unused voicemail boxes Cisco was paying for.• Worldwide networked voice mail• Unity Bridge servers in place to network with legacy systems delivered over 110K messages during migration	<ul style="list-style-type: none">• Original deployment of 25,000+ voicemail boxes has grown to support 65K+ users (over 72,000 mailboxes) worldwide.• Over 21,500 voicemail boxes in San Jose• Cisco Unity systems at 11 locations. Significantly reducing servers and locations reduces costs and improves reliability.• Legacy voicemail systems removed. Removing two-system voicemail reduces chances of interface failure.	<ul style="list-style-type: none">• Continual migration to future Unity versions to take advantage of new features. Currently at Unity 7.0, testing 7.1 and 8.0.• Further server and cluster site consolidation due to increased port scalability, higher performance next-generation hardware, and better product scalability.• Migration to Integrated Messaging, voice recognition, and continued unification of services.

Unity Voice Messaging – Business Value Snapshot

Productivity

- New ways to handle voice communications
- Easier access when travelling or working remotely
- Improved user experience via Unity Assistant



Quality/End User Experience

- 9.25% less support cases
- 59% fewer tier 2 type cases
- Equivalent end user satisfaction
- Consistent global standard support model



Cost Savings

- 86% reduction in systems
- 92% fewer locations
- \$4-6M annual savings
- 62% less monthly mailbox cost



ROI

- 36 month ROI



To learn more about real-world
Cisco IT deployments, visit
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