



Cisco SBCS 1.5 Update

Tan Teck Beng
Channel SE



Cisco IP Phones Update



SPA525G – Business IP Phone

World First
Integrated WiFi +
BT
Desktop IP Phone

5-line Business IP Phone with Enhanced Connectivity and Media for a new level of Small Business User Experience

- Full Featured Five Line Business IP Phone
- SPCP support for SBCS
- SIPv2 support for SPA9000 and 3rd party CC
- Enhanced Connectivity
 - Power over Ethernet
 - Bluetooth® headset support
 - Wireless-G client
- 3.2 inch QVGA High-resolution Color display
- USB 2.0 Interface for storing music and pictures
- High Fidelity Speakerphone with MP3 Ring Tone
- \$430 US List



SPA525G Deployment options



USB 2.0
Music Player

USB 2.0
Digital Photo Frame

Corp. Directory access
LDAPv3 (SIP) or
Cisco® XSI



News Service
RSS feeds
(SIP)



SP Deployment - Management
Secure Remote Provisioning
and Remote Customization (RC)



Headset
Bluetooth®
or
2.5 mm Stereo Headset



Network
Wired Ethernet with
POE or
802.11g Wireless

IP Telephony
SIPv2 for SPA9000
and 3rd party Call Control

Receptionist phone (SIP only)
Up to 2 SPA932 attendant
Console



Unified Communications
SPCP for UC500



System Applications

*Unified Communications,
Productivity, and Business
Operations Applications*



Business Productivity Applications and Monitoring Options for SBCS

Targeted Availability May '09

Cisco Smart Applications for SBCS (integrated with Unified 500 Series)

Collaboration & Meeting Integration with WebEx, Timecard Access through the IP Phone, and Single Number Reach bolster employee productivity



Optional Third Party Unified Communications & Productivity Apps

Business Productivity & Vertical Market Focused Applications from Third Party Providers optimize workplace resources



Optional Third Party System Monitoring Solutions

Third party System Monitoring Software and Services improve customer support and create new revenue opportunities for Partners



Cisco WebEx PhoneConnect

Integrated collaboration on Cisco IP Phones

- Combines Cisco WebEx Meeting Center service with Cisco Smart Business Communications System
- Improves productivity by using Cisco IP phone to:



List meetings and
browse calendar



See meeting
details



Press a SoftKey to
join a conference

Cisco WebEx PhoneConnect

Integrated collaboration on Cisco IP Phones

Schedule with Outlook or Web

Invite sent – PhoneConnect displays

Alert appears – join with SoftKey

SCHEDULE

INVITE

ALERT

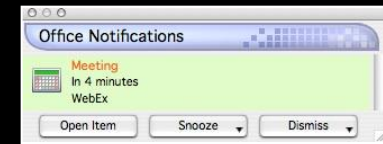
Via Outlook



Create



Email (Existing)



Reminder (Existing)

Via Website



Account Administration

SBCS Config

Cisco Configuration Assistant



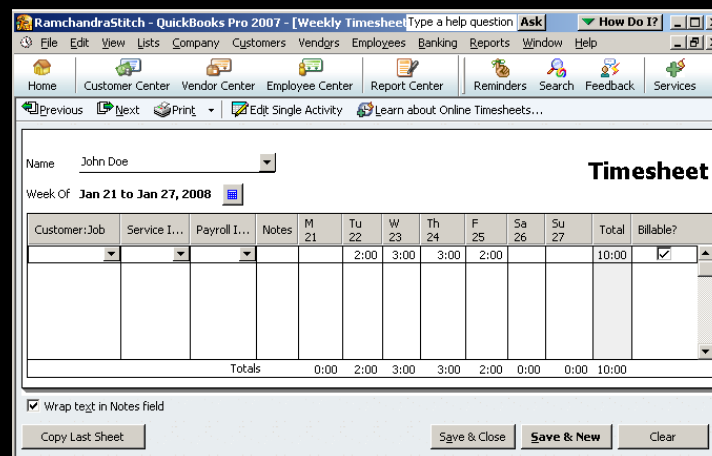
Meeting in 5
JOIN | DISMISS



Cisco TimeCardView

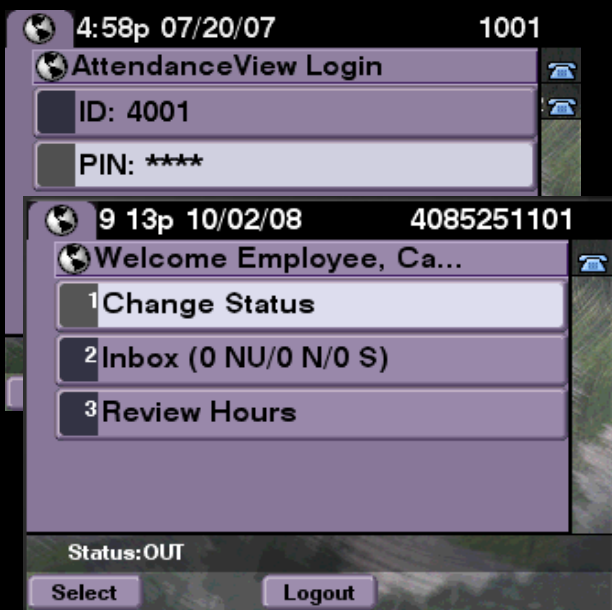
Interactive time and attendance on Cisco IP Phones

- Employees track hours worked, breaks, overtime, or lunch
 - Check hours for day / week / month
 - Send report via email
 - Downloaded to applications like QuickBooks Payroll
- Managers can view “who is here today”

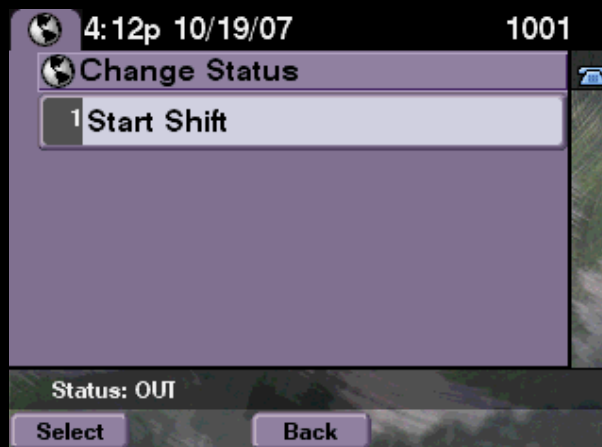


Cisco TimeCardView

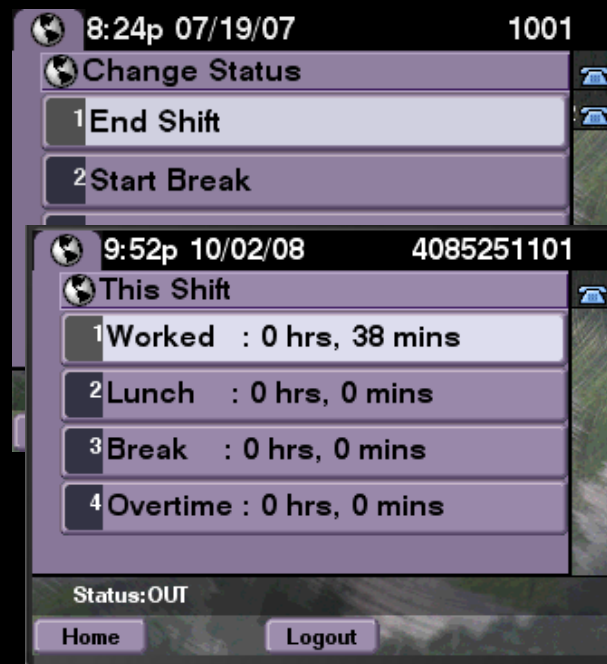
User experience



Employee
logs in



Employee
starts shift

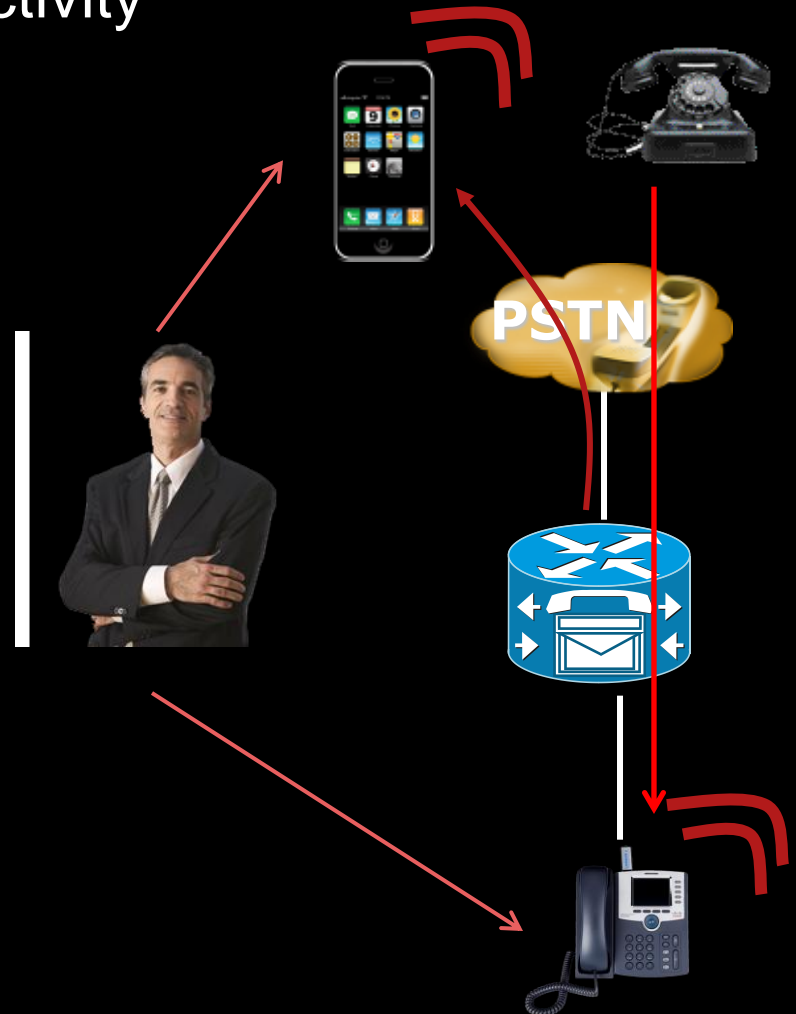


Employee
ends shift

Single Number Reach

Enhances mobile worker productivity

- All calls ring a single number regardless of location
- Fewer missed calls
- Single phone number, single voicemail
- Seamless call transition from desk phone to mobile device and vice versa



Single Number Reach

User experience

- Answer incoming calls on desktop or mobile phone
- Single key press picks up call on desk phone
- “Mobility” SoftKey transfers call to mobile phone
- Change settings on Cisco IP Phone
 - Number to call
 - Enable / disable (Mobile Connect)

Cisco Small Business Network Management



- SolarWinds ip Monitor allows Small Business to assess or monitor the health of their own network
 - Quickly discovers IP-based network devices and automatically recommends **SmartMonitor settings** for each device -- a huge time savings as no manual configuration is required
 - Performs **out-of-the-box monitoring** of Active Directory®, DNS, Microsoft® Exchange, FTP, Web, IMAP, MS SQL Server™, SMTP, and more
 - Monitors **end-user experience** with synthetic transactions
 - Creates **customizable network maps** that enable you to visually monitor network data and to drill down to take immediate corrective actions
 - Automates **recovery and remediation** actions to reduce downtime
 - Provides a **cutting-edge user interface** and dashboard that enable you to quickly get a clear view of the health of your network and application infrastructure
 - Leverages **SNMP, WMI, and RPC** for agent-less network monitoring of critical applications and systems
- For Small Businesses:
 - Offer as a free product download for Cisco SBCS customers
 - Available April 2009
 - Will require end-user registration to obtain software
 - Additional details being worked



More information at: www.solarwinds.com

