A Cisco Smart Business Communications System bemutatása

A kommunikáció új módja

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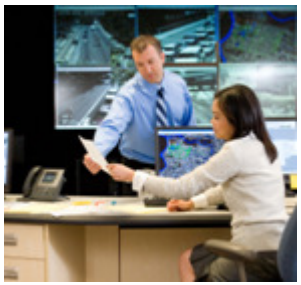
A vállalatok működése is változik...

Across time zone Operations

Increasingly Mobile Workforce

Team Collaboration

Security threats



New and Changing Regulations

Ever-changing Business environment

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Hatékony munkatársakra van szükség a versenyképesség megőrzéséhez

Information Overload
- Too many devices
- Anywhere/anytime

Technology Limits
- Disparate solutions
- Disparate access

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Hogyan támogatja a Smart Business Communication System a vállalatok működését?

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Munkaerő mobilizálása

- Enable employees to access important documents, work with colleagues, and discuss projects with customers from anywhere
- Quickly interact with clients and colleagues via phone conference or video
- Access company CRM tools and other data applications from phone or PC

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Teljes kommunikáció kiterjesztése a távmunkások részére

- Retrieve and work on important files after hours, with secure access to the company network
- Use laptops or desktop PCs as full-featured office phones, with telephony software
- Reach teleworkers on their home IP phones as easily as if they were in the office by dialing the same phone number

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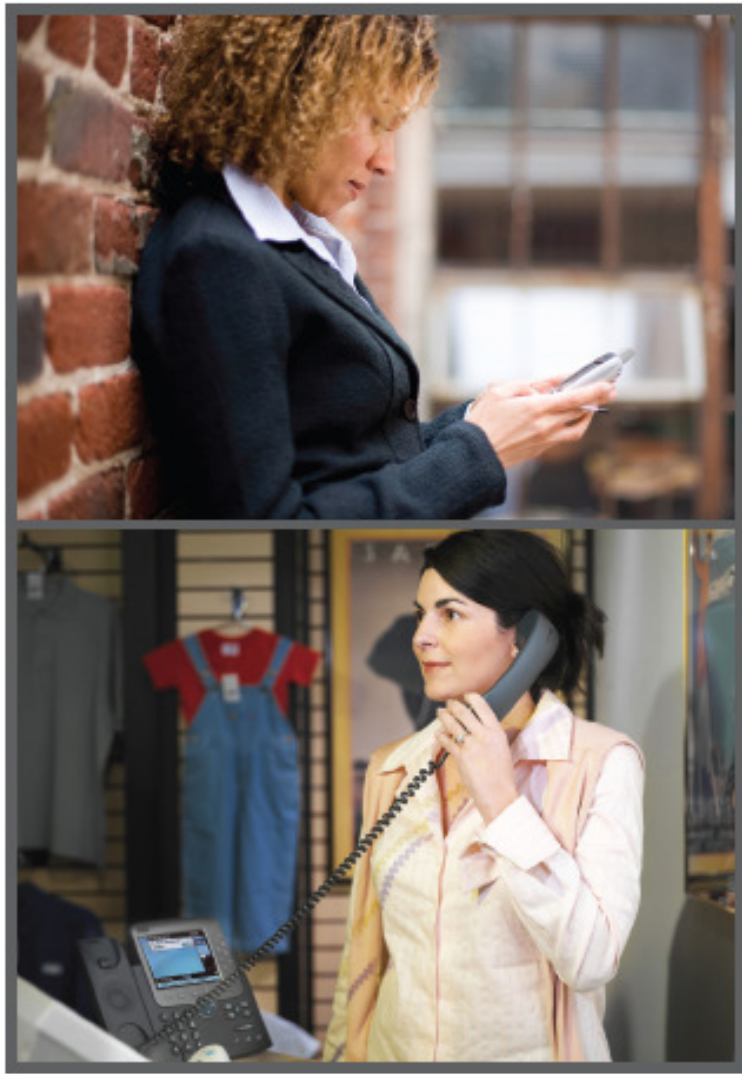
A vállalkozás elindítása hatékonyan és gyorsan történik



- An affordable, all-in-one solution, whether starting up or branching out
- Stay in touch with local, regional, and overseas suppliers easily and cost-effectively with built-in voice, messaging, and mobility features
- Support business operations and data needs with wired and wireless data networking, enabling you to start your business as a paperless office

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Mire kínál megoldást a Cisco Unified Communications rendszere a vállalatoknál?

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Konvergált IP hálózatok költségeinek gyors megtérülése

- Average time savings of 1.6 hours per move for move, add, and change activity
- Saved 4 hours per week in all communications by each branch-office employee
- More than 60% of participants saved 3+ hours per week for each mobile worker
- Single, primary vendor for IP telephony have a 43% lower network cost of ownership
- 86% reported that productivity benefits have grown since initial deployment

Source: Sage 2005 ROI Research Study

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Az eredmény: egy versenyképes vállalkozás

- Improve operational efficiency
  - Reported savings of 10+ hours per week per mobile employee
  - Shorter talk times and lower contact center costs
  - Wireless connectivity supports communications anywhere in your building
- Control costs
  - Reduce conferencing service provider and telephony fees
  - Faster connections—callers reach the right person the first time
- Achieve a competitive edge
  - Connect customers to available customer service representatives 24x7 via automatic call distribution
  - Customer self-service via speech recognition
- Provide superior customer service
  - Intelligent routing, customizable call screening
  - Route customer calls to the agent with the right skills to meet their needs, the first time

Makes the communications experience for customers, partners, vendors, and employees more personal, efficient, effective, and productive

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A Cisco Smart Business Communications System bemutatása

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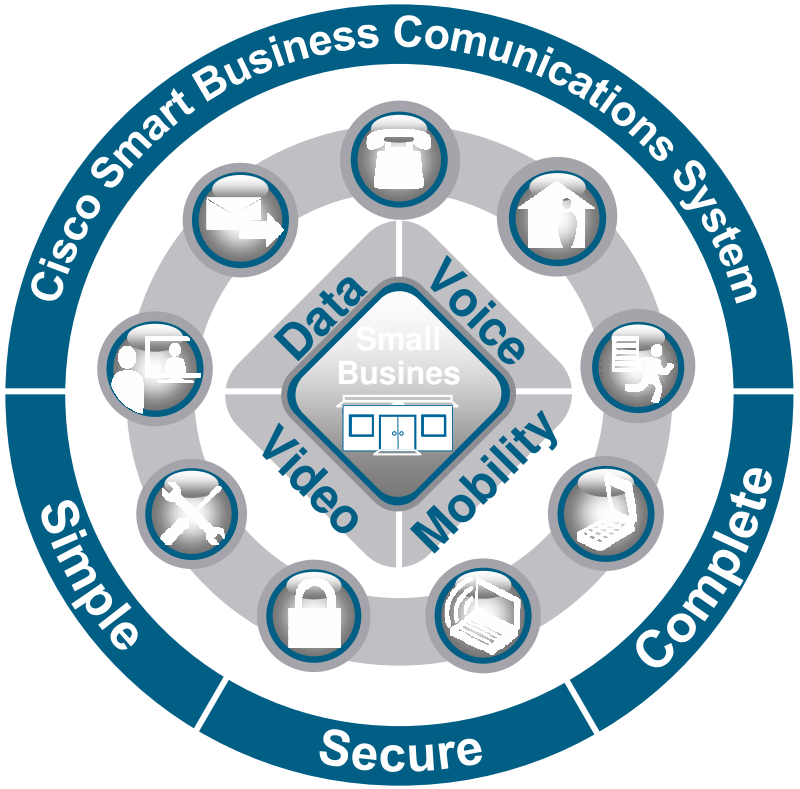
Cisco Smart Business Communications System bemutatása

- New affordable, complete system of voice, data, video, and wireless networking products makes any time any where secure access to information possible
- Enables more effective and efficient ways of communicating with customers and employees
- Purpose built business communications solution that is easy to deploy and use while allowing for business growth
- Complemented by award-winning support and easy financing and delivered through local partners



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Cisco Smart Business Communications System

Extended capabilities, made simple through an all-in-one unified communications solution

- Voice, data, video, security, and mobility together on one platform
- Bring together desktop applications like calendar, e-mail, and CRM
- Network locations for voice, video, and data networking
- Designed specifically for small business

Better Communications, Better Business

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Smart Business Communications System alkalmazások (beépített)

- **Cisco Unified Communications Manager Express**

  World-class call processing

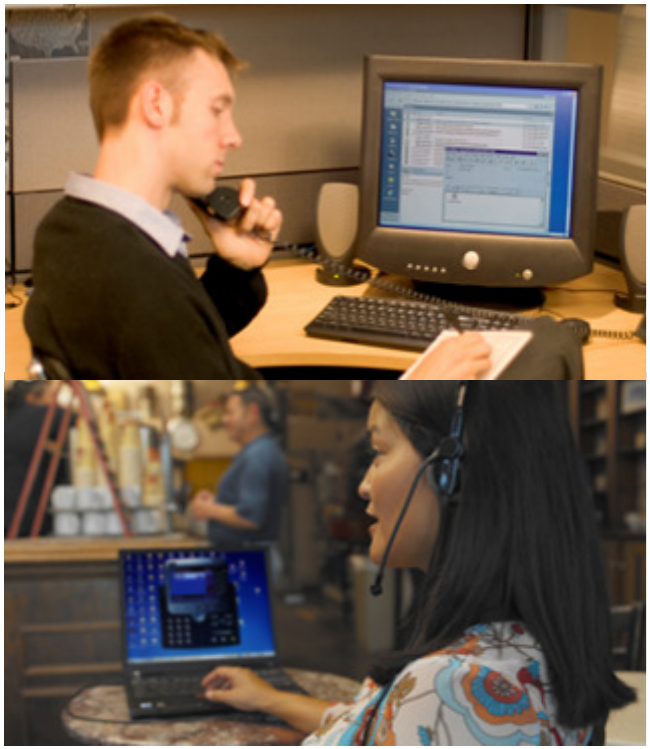
  Enables remote teleworkers to work efficiently

  Support for Cisco Unified CallConnector for Microsoft Dynamics CRM and Salesforce.com

- **Cisco Unity Express**

  Comprehensive voice mail and automated attendant functionality

  Messaging improves employee productivity and customer satisfaction



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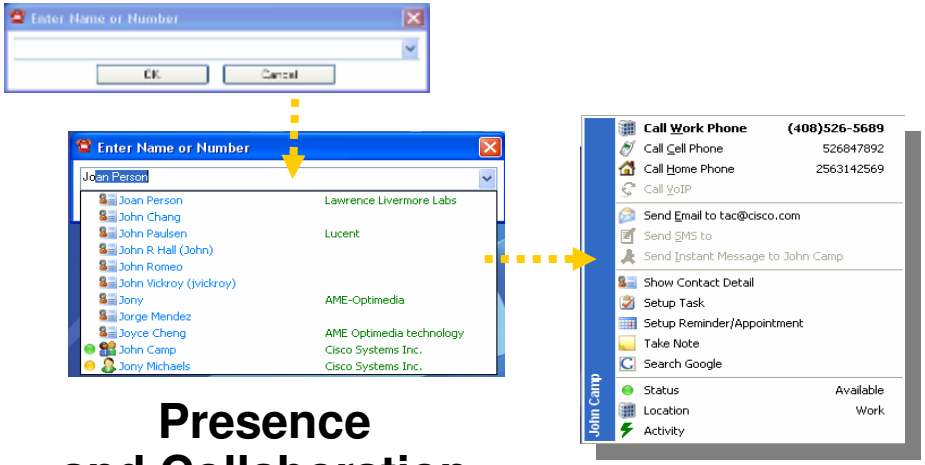
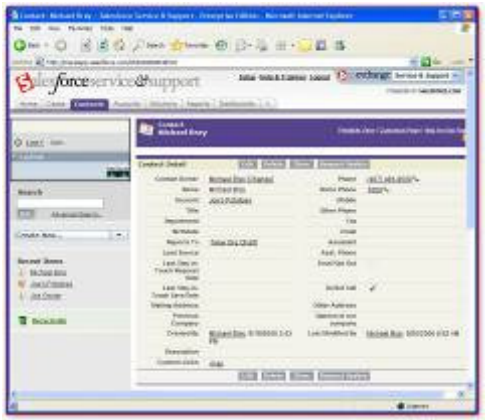
Smart Business Communication System opcionális alkalmazások



Presence and Collaboration

Attendant Console



Customer Service (Cisco Unified CallConnectors)

Vertical Applications (Retail, Legal, Healthcare, Manufacturing)

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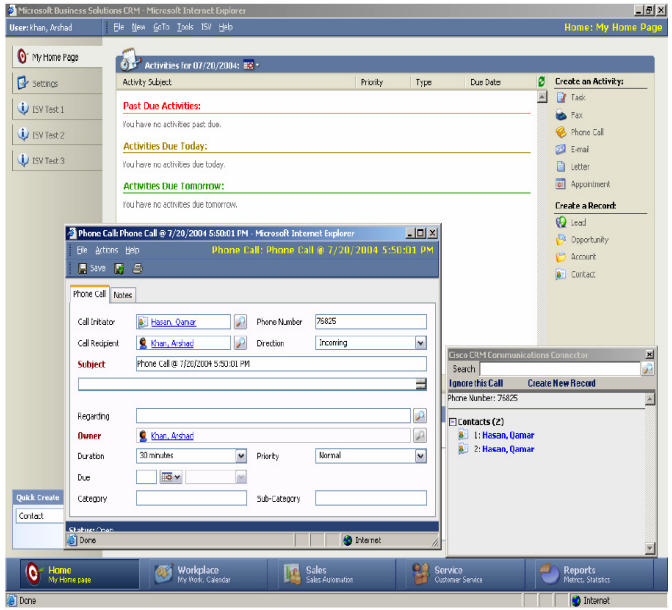
Cisco Unified Call Connectors

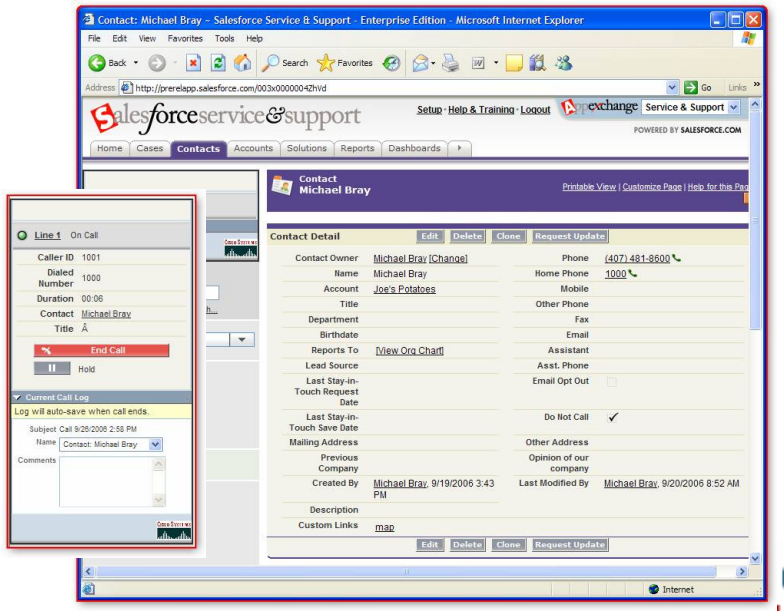
For Microsoft Dynamics CRM

- Provide sales, marketing and service employees with enhanced productivity tools:
  - Screen pops
  - Click to Dial
  - Call duration tracking
  - Call information capture
  - Customer record creation



For Salesforce.com

- Enable employees to be more responsive and efficient:
  - Screen pops, Click to dial
  - Call duration tracking
  - Call information capture
  - Customer record creation
  - Call Control buttons integrated in Salesforce.com user interface



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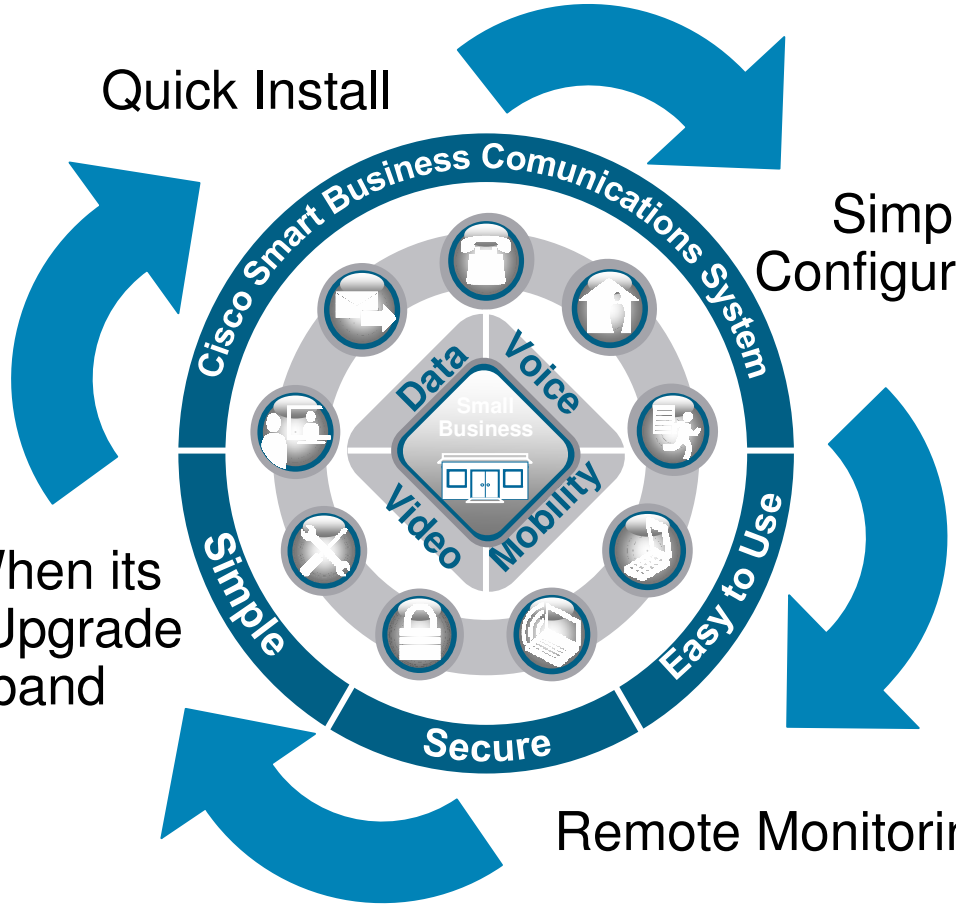
Teljes konfiguráció és monitorozás menedzselés

Cisco Smart Assist Features

Auto configuration features embedded in hardware to reduce set up time



Cisco Configuration Assistant

Single GUI to easily customize system configurations locally or remotely

Cisco Monitor Manager and Director

Monitoring and reporting tools to better support SMB customer networks

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Egységes megoldás KKV-k számára

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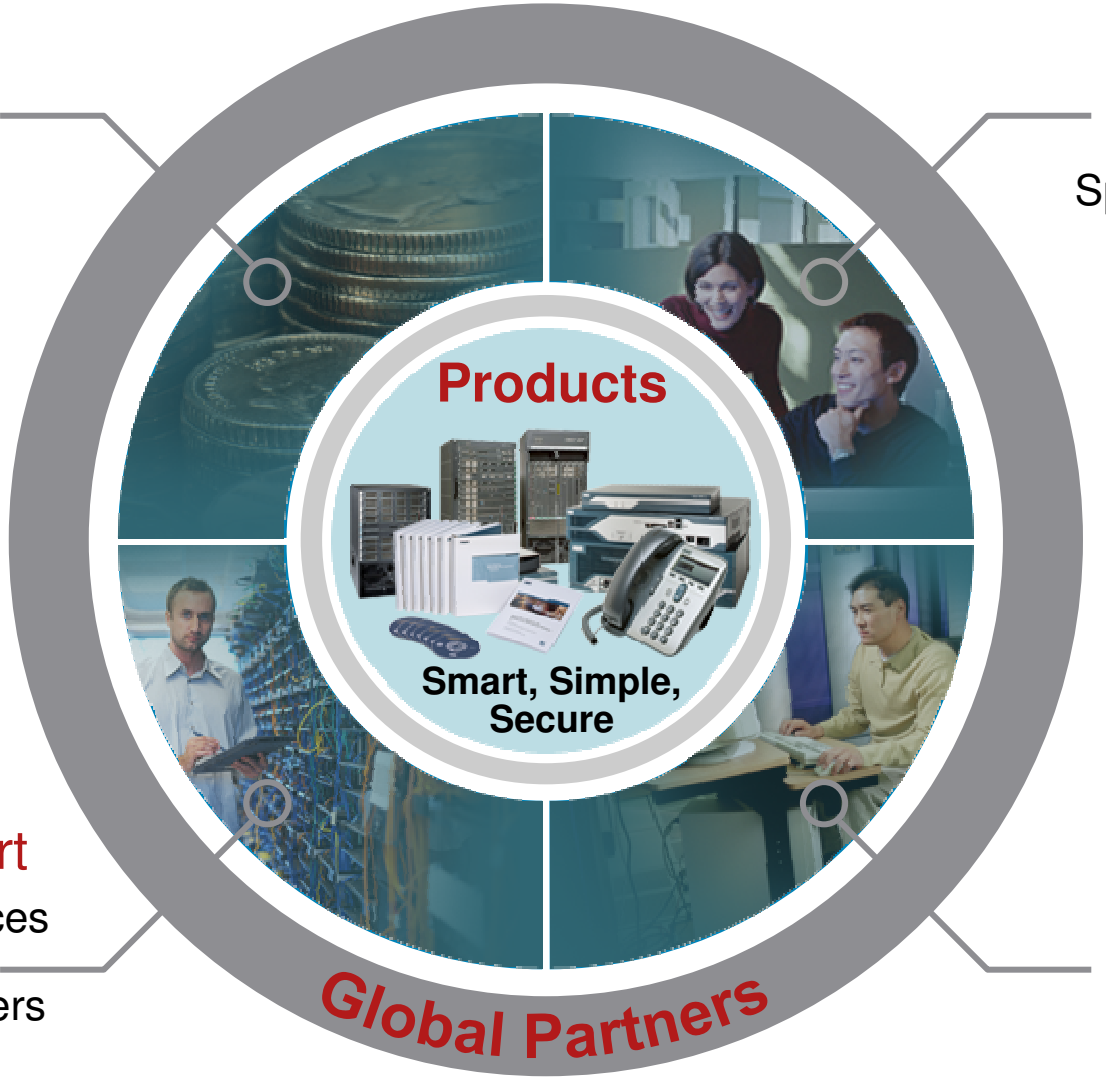
Egységes megoldás

Financing and Ordering

Terms, products

Certified Partners

Specialized local partners



Service and Support

Lifecycle services backed by Cisco® engineers

Solutions

Designed and priced for your business

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„Lifecycle Services” megközelítés

- A broad portfolio of end-to-end services support the Cisco® Unified Communications System
- Based on proven methodologies for deploying, operating, and optimizing IP communications solutions
- Cisco and its partners work closely together to offer a service and support approach that can help you create and maintain a resilient, converged network that meets your business needs

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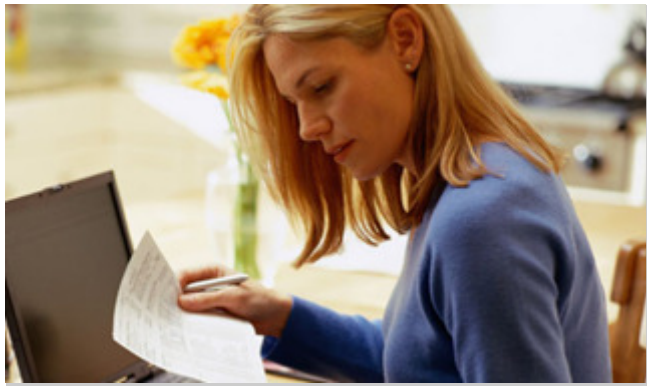
Cisco Capital

Rugalmas finanszírozási megoldások

Cisco Capital's Unified Communications Financing Solutions:

- Enable small businesses to structure repayments based on asset utilization and better manage their cash flow
- Give businesses the ability to continually upgrade to the latest technology, and stay ahead of the competition without large upfront investments
- Reduce upfront investment by focusing on a usage model, and matching costs to revenues, while improving returns on investment (ROI)
- Enable businesses to spread the cost of networking equipment over several years, and free up cash for alternative uses



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A Cisco előnye — IP kommunikációban az első helyen

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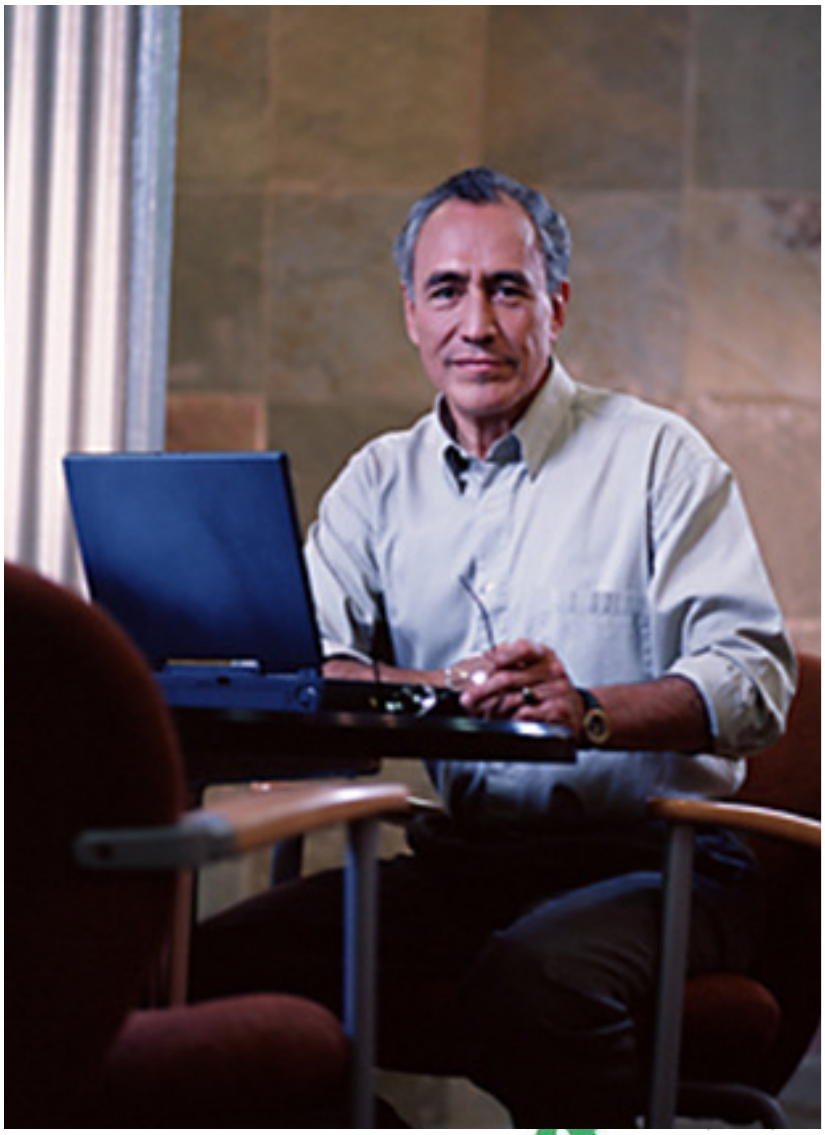
A Cisco előnye—
Vezető piaci pozíció az iparágon belül

- Industry leader in networking and secure IP business communications
- Integrated, open, complete product portfolio
- Right-sized, customizable solutions
- Robust deployment and management tools
- Innovative technology-development partners
- Localized channel partners
- Lifecycle services approach for deploying, operating, and optimizing the network
- Proven reliability



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Világszínvonalú termék – Első helyen az IP kommunikációs megoldások területén

J.D. Power and Associates—Technology Service and Support Excellence1 "An Outstanding Customer Service Experience"

Cisco® Technical Support Website—2005 STAR Award for Best Practices in Self-Service

CCIE—Top Ten "Most Important Certifications"

Cisco Technical Support Website—ASP's Year's Ten Best Web Support Sites of 2005; Web Support "Hall of Fame"

"Hottest Certification for 2005" and Most Respected High-Level Certification"

Services Supply Chain—2005 Field Service Award "Most Innovative Approach to Service Delivery"

Asia Pacific Technical Support—Kepner Tregoe Process Achievement Award

Top worldwide leadership score for service and support

Cisco: Az egységes adat- és hangkommunikációban piacvezető pozíció

- More and more customers
  - 48,000+ Cisco® Unified Communications customers worldwide
  - 150+ customers deploying more than 5,000 IP phones, including 45+ customers deploying more than 10,000 IP phones
  - More than 70% of the Fortune 500 are using Cisco Unified Communications
- More true IP endpoints shipped
  - 10 M+ Cisco IP phones
  - 6.8 M+ Cisco Unity® seats (messaging)
  - 1 M+ Cisco Unified Contact Center agents
  - 200 K+ Cisco Unified MeetingPlace® licenses (rich-media conferencing)
- More deployed, proven VoIP infrastructure
  - 30 M+ VoIP gateway ports
  - 70 M+ Power over Ethernet ports

All numbers through Nov-06

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Cisco: díjnyertes termékek- Unified Communications megoldások

Cisco® Unified Communications Manager and Unified IP Phones

BUSINESS COMMUNICATIONS REVIEW

Most Secure Large and Mid-size IP-PBX

Network Computing 2005 WELL-CONNECTED AWARDS WINNER

Integrated Services Routers

Miercom RATED BEST

MeetingPlace® and Video Telephony

A legjobb UC Portfolio

PRODUCT CUSTOMER INTER@CTION Solutions 2005 OF THE YEAR

Cisco Unified Contact Center

SPEECH TECHNOLOGY 2006 TMC EXCELLENCE AWARD™

Customer Voice Portal

PRODUCT OF THE YEAR 2004 COMMUNICATIONS CONVERGENCE PRODUCT OF THE YEAR

Cisco Unified Communications Manager Express and Cisco Unity® Express

ALEF

CISCO

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Függelék

Vertikális alkalmazások az IPcelerate partnerektől

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IPsmartStore

IPsmartSuite™

Lobby Phone

- Welcome screen
- Could be used as kiosk
- Ads and corporate messages rotate with images and sound

Manager/Owner Phone

- Time and Staff Management
- Dial-out staff management for shift coverage
- Task Management with acknowledgement and escalation
- Employee Recognition
- Revenue generation through dial-out alerts to targeted customers

Employees Phone

- Employee clock-in/clock-out to manage hours and overtime with alerts
- Task Management and Alerts
- Employee Recognition
- Interactive on-the-job training
- Message rotation with images and sound
- E911 alerts

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Jog

IPsmartSuite™

Lobby Phone

- Welcome Screen
- Could be used as kiosk
- Client check-in using phone number to send alerts to assistant

Manager/Owner Phone

- Dial out appointment reminders
- Client Matter Code on call history and reports for billing
- Live, scheduled text/audio messaging
- Malicious call recording from phone, access recorded calls from Phone/web UI

Employees Phone

- Client check in alerts,
- Client Matter Code on call history, reports for billing
- Live, scheduled text/audio messaging
- E911 alerts in case of emergencies

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IPsmartClinic

IPsmartSuite™

Lobby Phone

- Welcome Screen
- Could be used as kiosk
- Patient check in using phone number to send alerts to nurse

Doctor Phone

- Dial Out appointment reminders.
- Patient Matter Code on call history, reports for billing
- Live, scheduled text/audio messaging
- Malicious call recording from phone, access recorded calls from phone/web UI

Nurse Phone

- Patient check in alerts
- Patient Matter Code on call history, reports for billing
- Live, scheduled text/audio messaging
- E911 alerts in case of emergencies

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Általános iroda

IPsmartSuite™

Lobby Phone

- Welcome Screen
- Could be used as kiosk
- Ads and corporate messages rotate with images and sound

Manager/Owner Phone

- Time and Staff Management with Dial Out staff
- Task Management with Acknowledgement and escalation
- Employee Recognition Alerts
- Revenue generation through Dail-Out alerts to target customers

Employees Phone

- Employee clock-in/clock-out to manage hours and overtime with alerts
- Task Management and Alerts, Employee Recognition
- Message rotation with images and sound
- E911 alerts in case of emergencies

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Együttműködés a partnerekkel

- Specialized expertise
- Customer satisfaction focus
- Ability to deliver complete network solutions
- Ability to deliver service and support
- Training
- Qualified personnel on staff
- Proven success

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A partnerek és a Cisco által biztosított előnyök az ügyfél számára

- Reduce operating expenses
- Faster ROI
- Easy-to-use, easy-to-administer
- Complete end-to-end solution
- Leadership in IP communications
- Superior investment protection

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