

# How Cisco IT Migrated to Centralized Call Processing

Consolidation of Cisco Unified CallManager clusters improves manageability and reduces costs.

## BUSINESS BENEFITS

- Fail-safe telephony even at remotest sites
- Dramatically reduced support requirements
- Decreased capital expense (fewer servers)
- Feature parity for remote offices
- Rapid application deployment

“By reducing the number of Cisco CallManager servers, we’ve saved money and can upgrade much faster.”

– **First Mark Holloman, Cisco voice services manager**

**When Cisco Systems® replaced its traditional PBX systems with Cisco CallManager clusters, employees on campuses worldwide began using Cisco IP phones and Cisco IP SoftPhone software.** By consolidating its separate networks for voice and data, Cisco significantly reduced its IT burden and gave employees access to productivity-enhancing IP applications

**However, a distributed Cisco CallManager network is not cost-effective** for extending IP telephony to small or medium-sized branch offices, and it cannot provide backup telephony features should the WAN link fail.

**Cisco met this challenge first by dramatically reducing the number of Cisco CallManager clusters.** This centralized call processing (CCP) extends CallManager capabilities to remote field offices without the loss of IP telephony features. In the event of a failed

WAN link, Cisco Survivable Remote Site Telephony (SRST) allows remote office workers to use their IP phones to dial out and receive calls using the public switched telephone network (PSTN).

**Results/Benefits Paragraphs.** This can be 2-4 paragraphs long, if the material is there. Try to make sure it ends up as one page without going over.

**The benefits are many.** Remote offices are assured business continuity should a WAN link go down. System administrators are saving hundreds of hours each year from reduced maintenance and upgrade costs, and system upgrades are far easier and faster than ever before.

**Cisco is the first—and to date, the only—IP telephony vendor to earn Miercom’s highest rating of “Secure”** for its proven ability to defend an IP phone service against malicious attack. An expert team of hackers, assembled and supervised by the independent testing lab, could not disrupt or even disturb phone service or features after three days of sophisticated attacks. Cisco CCP and SRST solutions allow network managers to deploy more reliable IP telephony to smaller branch offices where users would not otherwise enjoy its many benefits.

Centralized call processing assures business continuity and full IP telephony features for remote offices.

**Case Study:** [http://www.cisco.com/en/US/about/ciscoitwork/case\\_studies/ipcommunications\\_d12.html](http://www.cisco.com/en/US/about/ciscoitwork/case_studies/ipcommunications_d12.html)

## FOR MORE INFORMATION

To read the entire case study or for additional Cisco IT case studies on a variety of business solutions, visit Cisco on Cisco: Inside Cisco IT [www.cisco.com/go/ciscoit](http://www.cisco.com/go/ciscoit)

## NOTE

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