

Project Scope

- Implementing IP Telephony by leveraging Cisco Unified Communications solutions.

Customer Overview

- One of the world's leading international consultancies, specializing in engineering, architecture, planning, environment, project management and economics.
- Has been a pioneering force in the planning, design and implementation of development projects in the Middle East, Africa and Asia.
- Has 43 offices throughout 29 countries, known for their problem identification, tailor made-designs, quality, on-time deliverables and multi-disciplinary expertise.
- Has a previous successful experience with CONNECT-PS, where we deployed their Network Infrastructure before in separate project. And due to professionalism and creativity during the project, the customer nominates CONNECT-PS to implement Cisco unified communication solution.

Business Challenge

- Providing collaboration and communications capabilities to dispersed infrastructure solutions firm and its partners in order to maximize efficiency and productivity.
- Enable collaboration across many locations by integrating unified communication across the customer VoIP networks.
- Reduce total cost of ownership for voice systems due to international calls for remote offices.

Solution

We implemented Cisco Unified Communications Manager version 7.0 integrated with multivendor PBXs across the customer network; also we installed Voice Gateway with PRI interface to integrate with Harris PBX located in the HQ.

Cisco Unified Communications Manager is integrated with Microsoft Exchange 2007 Unified messaging which stores user's voice mailboxes.

Inter-cluster trunks between Cisco Unified Communications Manager located in both Egypt & Lebanon.

Benefits for Business

Simplified Lifecycle Management

- The Cisco Unified Communications system is less costly to manage than the previous PBX systems because of easier addition of new sites, consolidated directory and dial-plan administration, and lower cost upgrades.

Cost Savings

- A 50 percent reduction in international toll charges. When employees dial remote office anywhere in the world, the call is toll free because it travels over the WAN.

Simplified licensing

Cisco Unified Workspace Licensing will help the customer to leverage the investment in its Cisco Unified Communications infrastructure by:

- Cost-effectively unlocking the full potential of every user in every workspace by providing the full unified communications workspace experience.
- Streamlining ordering and acquisition of applications while being delivered in one easy package.
- Allowing the customer to stay current by adding new capabilities such as Cisco Unified Meeting-Place, Cisco Unified Presence and Mobility Advantage.

XML Services

Allowing the customer to deploy XML services to Cisco IP Phones sets (Hyper directory, Audio Lecture, weather forecast...).

Product List

Cisco Unified Communications

- Media Convergences Server 7825-I3
- Cisco Unified Work Space License.
- Cisco 2821 Router-voice gateway.
- E1 PRI interface
- Cisco Unified IP Phone 7975, 7965 & 7945
- Cisco Unified Wireless IP Phone 7921