

Migration from AVAYA to Cisco

Our Customer implemented Cisco Unified Communication Collaboration solution to increase productivity and users collaboration. Additionally, Our Customer replaced their HP network infrastructure with Cisco networking solution.

Customer Overview

Established in 2010, Our Customer succeeded to penetrate the steel industry in Egypt. The Group operates with the idea of producing safe, high quality products conforming to local and international standards using the latest state-of-art eco-friendly technology with an eye on long-term conservation of resources.

Steelmaking is one of the most essential sectors in any economy, therefore our customer believes that it's their role in this sector that contributes into the success of Egypt's economy. Our customer ambitious is to continue growing their demand in domestically and internationally.

Our customer is continuing to concentrate on its exporting policy by increasing its productivity continuously to cover domestic and international needs.

Business Challenges

- Provide collaboration and communications capabilities from anywhere to maximize efficiency and productivity.
- Implement Scalable, reliable communications platform to support company's growth.
- Improve Voice and Video Services for the users to use the services efficiently and easily and grow internationally.
- Smooth migration from AVAYA to Cisco Unified Communications with better user experience.
- Gradual and controlled migration from HP network infrastructure to a new Cisco network solution.

Solution

Our team has collaborated with Our Customer to build the new Cisco network solution and to conduct a well-controlled migration of the users and services from the old HP network to the new infrastructure. This includes both wired and wireless infrastructure. The migration was done with minimum service interruption and was compliant with the Customer business continuity guidelines.

Additionally, the suite of collaboration applications is delivered over a Cisco network for optimal user experience.

Cisco Business Edition 6000 on Two Cisco UCS C220 Servers which includes Unified Communications manager core of the Cisco Collaboration portfolio infrastructure, CUCM replaces AVAYA in HQ and integrates with it to keep communications with remote sites and factories across Egypt.

Cisco Unity Connection robust unified messaging and voicemail solution that provides users with flexible message access options keeping the Users Mailboxes with redundancy deployment and provides Automated Attendant for our Customer.

Cisco Unified IM & Presence deployed to provide presence status for users and calling user's contacts, Instant Messaging, listen to user's Voice Mails and easily showing colleagues presentations and controlling others desktops. Cisco Jabber was used for easier and better communication tool used in forms internal network and from the internet. Thanks to Cisco Expressway which offers users outside firewall simple, highly secure access to all collaboration workloads, including video, voice, content, IM, and presence. Helping teleworkers and Cisco Jabber mobile users work more effectively on their device of choice.

Cisco Voice Gateways for terminating PRI with local telecom, mobile Lines and Fax machines.

Benefits for Business

Smooth Migration to Cisco Infrastructure

- Our customer has successfully migrated all services to the Cisco state-of-art wired and wireless infrastructure with minimum service interruption.

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.

Collaboration

- Cisco Collaboration tool made it easier to interact with colleagues and to communicate much more efficiently.
- Business agility, including speed to market, improved by building a new network which is seen as the platform for growth and new rich media services.
- Enhanced collaboration is driving more efficient decisions and enabling more frequent meetings.

Product List

- Cisco UCS Server BE6K
- Cisco Unified Communication Applications
 - Cisco Unified Communications Manager
 - Cisco Unity Connection
 - Cisco Unified IM & Presence
 - Cisco Expressway
 - Cisco Jabber
 - Cisco Prime Provisioning
- Cisco Unified IP Phones 8865, 8845 and 7925
- Cisco Telepresence endpoints DX80.
- Cisco Voice Gateway 2921.
- Cisco 4507R+E switches.
- Cisco 2960X switches.
- Cisco 2504 Wireless LAN Controllers.

Next Step

Our customer will migrate the remote sites and factories to Cisco UC and deploy Telepresence Conferencing system.

For More Information

To find out more about our services, please go to: www.connectps.com