

Cisco UC and Telepresence

Our Customer migrated old MCS servers with Cisco UCS servers to implement Cisco Unified Communication and Telepresence infrastructure for increasing company productivity and users collaboration.

Customer Overview

Our Customer is the only telecommunication service provider in the United Arab Emirates from 1976, and the first 3.5G network operator in Egypt.

Our Customer currently has access to a potential market of just below 1 billion subscribers and today our Customer services over 130 million subscribers including the total number of fixed-line, Internet, mobile and television from each of its subsidiaries.

Our Customer was the first mobile operator in Egypt to offer Downlink speeds up to 7.2 Mbit/s which is two times faster than 3.5G downlink speeds. Today, our Customer 2G and 3G robust and high quality network covers and serves 99% of the population in Egypt.

Business Challenges

- Refresh legacy communications infrastructure to take advantage of global growth opportunities, scale cost effectively and enable new business opportunities.
- Enable collaboration across many locations by integrating unified communications across Our Customer VoIP networks in whole Egypt.
- Increase production quality and output without increasing headcount and resources, deploy new infrastructure capable of scaling to accommodate mergers and acquisitions.

Solution

Cisco Unified Communications manager is the core solution of Cisco Collaboration portfolio infrastructure. Cisco Unified Communications Manager is a unified communications call control platform that can deliver the right experience to the right endpoint.

Cisco Unity Connection robust unified messaging and voicemail solution that provides users with flexible message access options keeping the users mailboxes with redundancy deployment.

Cisco Telepresence Server and Conductor deployed for easily making secured Conferencing (Voice, Video and Jabber), Cisco Telepresence Management Suite deployed for managing Telepresence endpoints and scheduled Conference meetings.

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 Expressway enables users outside the firewall simple, highly secure access to all collaboration workloads, including video, voice, content, IM, and presence. It allows collaboration with people who are on a third-party systems and endpoints or in other companies. It also helps teleworkers and Cisco Jabber mobile users work more effectively on their device of choice.

Unified CCX offers sophisticated call routing and comprehensive contact management capabilities. It includes an embedded reporting solution that offers a comprehensive view of contact center statistics at a glance.

Cisco WebEx Meeting Server industry-leading web and video conferencing helps your teams meet, collaborate, and stay productive anywhere, anytime, on any device.

Cisco Voice Gateways for terminating PRI with local telecom for calling facilities and Gatekeeper integration for remote country Video calling.

Cisco Prime Provisioning helps enable rapid installation and maintenance of Cisco Unified Communications and Cisco Telepresence components as well as the provisioning of users and services.

CONNECT Recording is a fully call recording solution that digitally records VoIP calls. This solution provides managers and supervisors the ability to measure and improve the level of customer service and the call handling techniques.

Benefits for Business

Simplified Lifecycle Management

- Achieve significant equipment management and maintenance efficiency.
- To continue to grow the business efficiently, mitigate risk of downtime, and remain competitive by including new capabilities beyond just voice and transitioning to a SIP-based unified communications and customer care solution.

Collaboration

- Increased productivity by integrating communication channels.
- Business agility, including speed to market, improved by building a new network seen as the platform for growth and new rich media services.
- Enhanced collaboration is driving more efficient decisions and enabling more frequent meetings.

CONNECT Application

Recording voice calls for customer services and sales queues gives the ability to track employee and customer performance across time and feedback tool to enhance service level.

Product List

- Cisco UCS Server BE7K
- Cisco Multiparty Media 410v Server
- Cisco Unified Communication Applications
 - Cisco Unified Communications Manager
 - Cisco Unity Connection
 - Cisco Unified IM & Presence
 - Cisco Expressway
 - Cisco Jabber
 - Cisco Unified Contact Center
 - Cisco Telepresence Server
 - Cisco Telepresence Conductor
- Cisco Unified IP Phones 39XX, 79XX, 88XX, and 99XX series.
- Cisco Telepresence endpoints DX and SX
- Cisco WebEx Meeting Server
- Cisco Voice Gateways 2921
- CONNECT Recording Application

Next Step

Our Customer will upgrade the Virtual Telepresence Server to host more video participants and implement CMR to join WebEx meeting through Telepresence endpoints.

For More Information

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