

Cisco UC

Our Customer is migrating old MCS servers with Cisco UCS servers to implement Cisco Unified Communication to increase the company's productivity and users' collaboration across VoIP networks.

Customer Overview

Our customer signifies a legacy in engineering expertise and proficiency that was built over decades of hands-on practice and learning. The company is renowned as an international, leading provider of fully integrated engineering, procurement, construction supervision and project management services for the petroleum, petrochemicals, power and other industries.

The company is globally recognized as a major engineering, EPC main contractor, and management contractor, with decades of experience in onshore and offshore projects in the oil and gas, refining and petrochemical industries.

Business Challenges

To prepare for the integration of engineers and development teams that require continuous communication and collaboration with each other and with remote sites, external suppliers and partners. Additionally, the majority of the product development and design occurred at the headquarters in Cairo.

With many new users entering the network, our customer's IT team saw the need for smarter collaboration tools to facilitate richer, more productive interactions among a rapidly expanding community of employees, vendors, and customers. These tools would be especially helpful for maintaining a stronger connection to the company's facilities.

Reduce total cost of ownership for voice systems due to international calls for remote offices.

Solution

Cisco Unified Communications Manager is the core of the Cisco Collaboration portfolio infrastructure. It 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 Unified IM & Presence deployed to provide presence status for users and calling user's contacts, Instant Messaging, listening to the user's Voicemails and easily showing colleagues presentations and controlling others desktops.

Cisco Expressway offer users outside firewall simple and highly secure access to all collaboration workloads, including video, voice, content, IM, and presence, collaborating with people who are on third-party systems and endpoints or in other companies. Help 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 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.

Benefits for Business

Simplified Lifecycle Management

- With its Cisco Connected solution in place, our customer dramatically improved the efficiency of their operations.

Collaboration

- With advanced collaboration tools built upon a robust network foundation, the company's employees have more opportunities to be reachable, flexible, and productive.
- After Cisco technology was fully deployed in even the most remote locations, Bellatrix was able to respond more swiftly and effectively to outages and disasters.
- Teams were able to collaborate and work effectively across cultural, time and geographic boundaries to drive the business forward with greater pace and improve customer intimacy.

Product List

- Cisco UCS Server BE7K
- Cisco Unified Communication Applications
 - Cisco Unified Communications Manager
 - Cisco Unity Connection
 - Cisco Unified IM & Presence
 - Cisco Expressway
 - Cisco Jabber
 - Cisco Unified Contact Center
- Cisco Unified IP Phones 79XX

Next Step

Our Customer plans to incorporate mobile video collaboration more fully into its supplier audit processes and field service organization, improving the overall experience for customers and service partners.

For More Information

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