

Cisco UC and Telepresence

The new solutions in place at our customer's premises connect people, process data, and things are better than ever. Cisco Unified Communications solutions, including Telepresence and Cisco Unified IP phones, are also connected giving the school complete visibility to a common platform.

Customer Overview

This university was established in 1967 as a national university aiming at spreading higher education in the western area of Saudi Arabia.

The university witnessed much development in quality and quantity since it was established until it became one of the distinguished universities in terms of the number of students, the number of scientific and theoretical fields of study and the exclusiveness of certain specializations such as Seas Sciences, Geology, Nuclear Engineering, Medical Engineering, Meteorology and Aviation and Mineralization.

Business Challenges

With many new users entering the network, the IT team of our customer saw the need for smarter collaboration tools to facilitate richer, more productive interactions among a rapidly expanding community of employees, students, vendors, and customers. These tools would be especially helpful for maintaining a stronger connection to the university's facilities in Jeddah. However, advanced collaboration tools would have placed even greater pressure upon our customer's overstressed network, contributing to the ongoing problem of limited scale.

So much time out was a chore and did little for the business and stopping things from moving quickly. It was horrendously costly too. When the old phone system expired, we proposed something better.

Installing cloud-based collaboration system, made it easy to hold virtual meetings and put video endpoints in few 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 user's Mailboxes with redundancy deployment.

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

Cisco Unified IM & Presence was deployed to provide presence status for users and calling user's contacts, Instant Messaging, listening to user's Voice Mails and easily showing colleagues presentations and controlling others desktops.

Cisco Expressway offers users outside of firewall simple, 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. Helping 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 teams meet, collaborate, and stay productive anywhere, anytime, on any device.

Cisco Voice Gateways for terminating PRI with local telecom for calling facilities.

Benefits for Business

Simplified Lifecycle Management

- 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.

Collaboration

- Improved satisfaction and loyalty with comprehensive contact management and ease of scheduling appointments.
- Remote participants have a harder time paying attention, especially for a long time. Engaging participants in conversation, or asking questions is an important feature of a successful virtual meeting. Enabling remote participants to collaborate, share their views, or comment is extremely important to keep them focused on the topic.
- Greater productivity through effective collaboration between employees, partners, students and staff.

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 Conductor
- Cisco Unified IP Phones 79XX and 88XX series
- Cisco Telepresence endpoints DX series
- Cisco WebEx Meeting Server
- Cisco Voice Gateways 2921

Next Step

Future plans include using Cisco Jabber Guest for clientless participation in video conferences and Cisco Expressway Series to collaborate outside the virtual private network for students.

For More Information

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