

Cisco UC and Telepresence

Our Customer implemented Cisco Unified Communication and Telepresence infrastructure to increase productivity and users' collaboration.

Customer Overview

Our customer builds the world's most scalable performance-monitoring platform for the world's most connected companies.

The company provides the only infrastructure performance-monitoring platform, engineered for Speed at Scale. The patented Cluster architecture leverages distributed computing to scale infinitely and collect millions of objects to provide real-time reporting down to the second and help organizations prevent outages. Customers include seven of the world's 13 largest banks, enterprises, CSPs, MSPs and MSOs. Our customer is backed by Bain Capital Ventures.

They are a digital infrastructure management company, that provides innovative and efficient solutions, which enable organizations to increase revenue, reduce costs, and manage risks.

They ranked 222nd in 2015 on the annual list ranking of the fastest growing North American technology, media, telecommunications, life sciences and energy tech companies.

Business Challenges

Provide collaboration and communications capabilities to dispersed infrastructure solutions for the firm and its partners in order to maximize efficiency and productivity.

Enable collaboration across many locations by integrating unified communication across VoIP networks.

Improve Voice and Video Services for the users to use the services efficiently and easily and elaborate more video conference meetings across the globe.

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 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 Voice Gateways for terminating PRI with local telecom and SIP integration with remote telecom for calling facilities and SIP integration with legal PBX for Voice Bridges.

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

- 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

- Teams are able to collaborate and work effectively across cultural, time and geographic boundaries to drive the business forward with greater pace and improve customer intimacy.
- 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.

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 Conductor
 - Cisco Telepresence Management Suite
- Cisco Unified IP Phones 7942G
- Cisco Telepresence endpoints SX80 and SX20
- Cisco Voice Gateways 2911
- 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