

UC Case Study

Customer Overview

- One of the world's leading international consultancies, specializing in engineering, architecture, planning, environment, project management and economics.
- A pioneering force in the planning, design and implementation of development projects in the Middle East, Africa and Asia since 1956.
- 43 offices throughout 29 countries, known for their problem identification, tailor made-designs, quality, on-time deliverables and multi-disciplinary expertise.
- Has a previous successful experience with our Team, where we deployed their Network Infrastructure in a separate project. Due to the professionalism and creativity perceived by them during the project, they nominated us to implement Cisco unified communication solution and migrate from Harris PBX System. Additionally, our team collaborated with our customer to design and implement the network infrastructure of new HQ in Smart Village.

Business Challenge

- Coexistence between the new HQ and the old premises and gradually migrating the services without changing the IP address assignments.
- 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.
- Smooth Migration Phases while preserving current phones and operators features.
- Reduce the total cost of ownership for voice systems due to international calls for remote offices.

Solution

Our team worked closely with our customer to build the network of the new HQ based on Cisco Nexus switches and Cisco 4507 switches. Coexistence and migration between the new HQ and the old premises were done via deploying Cisco OTV technology, which provides flexible LAN extension.

Cisco Unified Communications Manager was implemented and integrated with multivendor PBXs across the customer's global network using SIP and H323 Protocols. Also, Voice Gateways with PRI interface were used to integrate with Telecom Egypt for External Calls Access.

Cisco Unified Communications Manager was integrated with Microsoft Exchange Unified messaging, which stores user's voice mailboxes and also integrates with Skype for Business to unify the communications between the systems.

Inter-cluster trunks within Cisco Unified Communications Manager were located in both Egypt & Lebanon.

Employees were equipped with IP softphones for a better flexibility in travel (Cisco Jabber).

Cisco Unified Advanced Attendant Console was implemented for the Operators Team to handle calls efficiently.

Cisco Unified Contact Center Express for Automated Attendant Functionality was implemented for a better caller experience.

We implemented Cisco WebEx Meeting Server for Web, Voice and Video Conferencing purposes, which saves time and cost to travel.

CONNECT Call Management System was implemented with special developed features and calculations to satisfy Projects costs requirements.

CONNECT Hyper Directory for Structured Directory containing all country offices shown in the user's IP Phone was implemented and integrated with CONNECT caller info, which displays the caller's detailed information with their photo in the user's phone.

Benefits for Business

Smooth Migration

- Using the LAN extension solution, all critical services and applications were migrated gradually with no impact on the business and without the need to change IP address assignments.

Simplified Lifecycle Management

- The Cisco Unified Communications system is less costly to manage than the previous PBX systems because of the easier addition of new sites, consolidated directory and dial-plan administration, and lower cost upgrades.

Cost Savings

- A 50% reduction in international toll charges. When employees dial remote offices anywhere in the world, the call is now toll free because it travels over the WAN.
- Decreased travel costs, allowing employees to be more productive and travel less.

Simplified Licensing

Cisco Unified Workspace Licensing will help leverage the investment in its Cisco Unified Communications infrastructure by:

- Cost-effectively unlocking the full potential of every user in every workspace by providing the full unified communications workspace experience.
- Streamlining ordering and acquisition of applications while being delivered in one easy package.

XML Services

Allowing deployed software services to Cisco IP Phones sets (Hyper directory, Caller info.).

Product List

Cisco Unified Communications

- Cisco Nexus 7010 switches
- Cisco 4507 switches
- Cisco ASR 1000 routers
- Media Convergences Server 7835 and 7825
- Cisco Unified Communication Applications
 - Cisco Unified Communications Manager
 - Cisco Unified Contact Center Express
 - Cisco Unified Advanced Attendant Console
- Cisco 2951 Routers as voice gateways
- E1 PRI interfaces
- Cisco Unified IP Phones 7975, 7965, 7945, 7937, EX60, EX90 and 8841
- Cisco Unified Wireless IP Phones 7921 and 7925

Next Step

Our Customer will migrate to Unified Computing Servers and new UC release.

For More Information

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