

Project Scope

Migrating IP Telephony solution to Cisco Unified Communication Workspace License to increase productivity and collaboration.

Customer Overview

- One of the leading mobile operators in Africa.
- Over 97% satisfaction rate in products, services, and customer service levels offered during 2007.
- 70 branches with 2000+ employees.

Business Challenge

- Providing 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 the customer's VoIP networks.
- Improve Voice Services for the users to use the services efficiently and easily.

Solution

We migrated the customer's Cisco Call Manager to Cisco Unified Communications Manager Version 7, which supports new features such as Mobility and Single Number Reach to increase user reachability.

Also the Cisco Unity was migrated to Cisco Unity Connection Cluster while keeping the existing users mailboxes with redundancy deployment and Integrated Messaging.

We then deployed Cisco Meeting Place Express for making secure Conferencing (Voice, Video and Web), MPX External was deployed for joining external users to Scheduled Conferences.

Additionally, we have deployed Cisco Unified Presence to provide presence status for the users. Cisco Unified Personal Communicator was used to establish easy calls with the contacts, Instant Messaging and listening to the Voice Mails. By integration with MPX, employees were also able to collaborate in a better way.

Cisco Unified Communication Applications were integrated with the Active Directory to provide Same User Authentication information (Username and Password).

Benefits for Business

Simplified Lifecycle Management

- The Cisco Unified Communications system is less costly to manage easier in addition to 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.

Simplified licensing

Cisco Unified Workspace Licensing will help the customer to 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 the customer to deploy XML services to Cisco IP Phones sets like Hyper directory.

Product List

Cisco Unified Communications

- Media Convergences Server 7845-H2 and 7835-H2
- Cisco Unified Work Space License.
 - Cisco Unified Communications Manager
 - Cisco Unified Presence
 - Cisco Meeting Place Express
 - Cisco Unity Connection
 - Cisco Unified Personal Communicator
 - Cisco Unified VT Advantage
 - Cisco Unified IP Phone 7985, 7975, 7965 & 7945