

Cisco UC and Telepresence

The new solutions in place at our customer connects people, processes, 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. Additionally, our customer has launched a project to upgrade their data center networking infrastructure to provide greater support to their business applications.

Customer Overview

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

Our customer has witnessed much development in quality and quantity since establishment until they became one of the most 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

Due to the increased application requirements, the university needed to upgrade the data center switching solution to meet the ongoing increase in servers' quantities and performance needs.

With many new users entering the network, their IT team 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 an overstressed network, contributing to the ongoing problem of limited scale.

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

Installed cloud-based collaboration system, made it easy to hold virtual meetings, put video endpoints in few offices.

Solution

Our team worked with the customer to deploy Cisco Nexus 7010 data center switches to provide 10G wire speed switching platform serving the data center servers and applications.

Cisco Unified Communications manager core of the Cisco Collaboration portfolio infrastructure, Cisco Unified Communications Manager 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 Telepresence Server and Conductor deployed for easily making secured Conferencing (Voice, Video and Jabber), Cisco Telepresence Management Suite deployed for managing Telepresence endpoints and scheduled conference meetings.

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

Cisco Expressway offer users outside firewall simple, highly secure access to all collaboration workloads, including video, voice, content, IM, and presence. Collaborate 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 WebEx Meeting Server industry-leading web and video conferencing helps your 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

Support for Current and Future Data Center Switching Needs

- The newly installed 10G-based data center solution provides the underlying infrastructure that supports the current and anticipated needs for business applications.

Simplified Lifecycle Management

- Business agility, including speed to market was 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 Nexus 7010 switches
- 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