

# What You Make Possible



# Deploying Cisco Unified Communications at Branch Offices and Small-Medium

## Businesses

BRKUCC-2057

# Agenda

- Introduction
- Solutions Overview
  - UC300
  - UC500
  - UCME
  - CUCM-BE
- Application Integration/Mobility
- Deployment Models
  - Centralised
  - Distributed
- Q + A



# Introduction



# The Way We Work is Changing...



Expanding Collaboration to include Broader, Richer Interactions

# Small Business Communications Challenges

## A Struggle to Keep Pace

### Tech Advancements

Lack of integration



### Employee Preference

Users taking matters into their own hands



Business

Employee

# How Cisco Can Help?

## Cisco's Collaboration Architecture for Midmarket

Sophistication Meets Simplicity

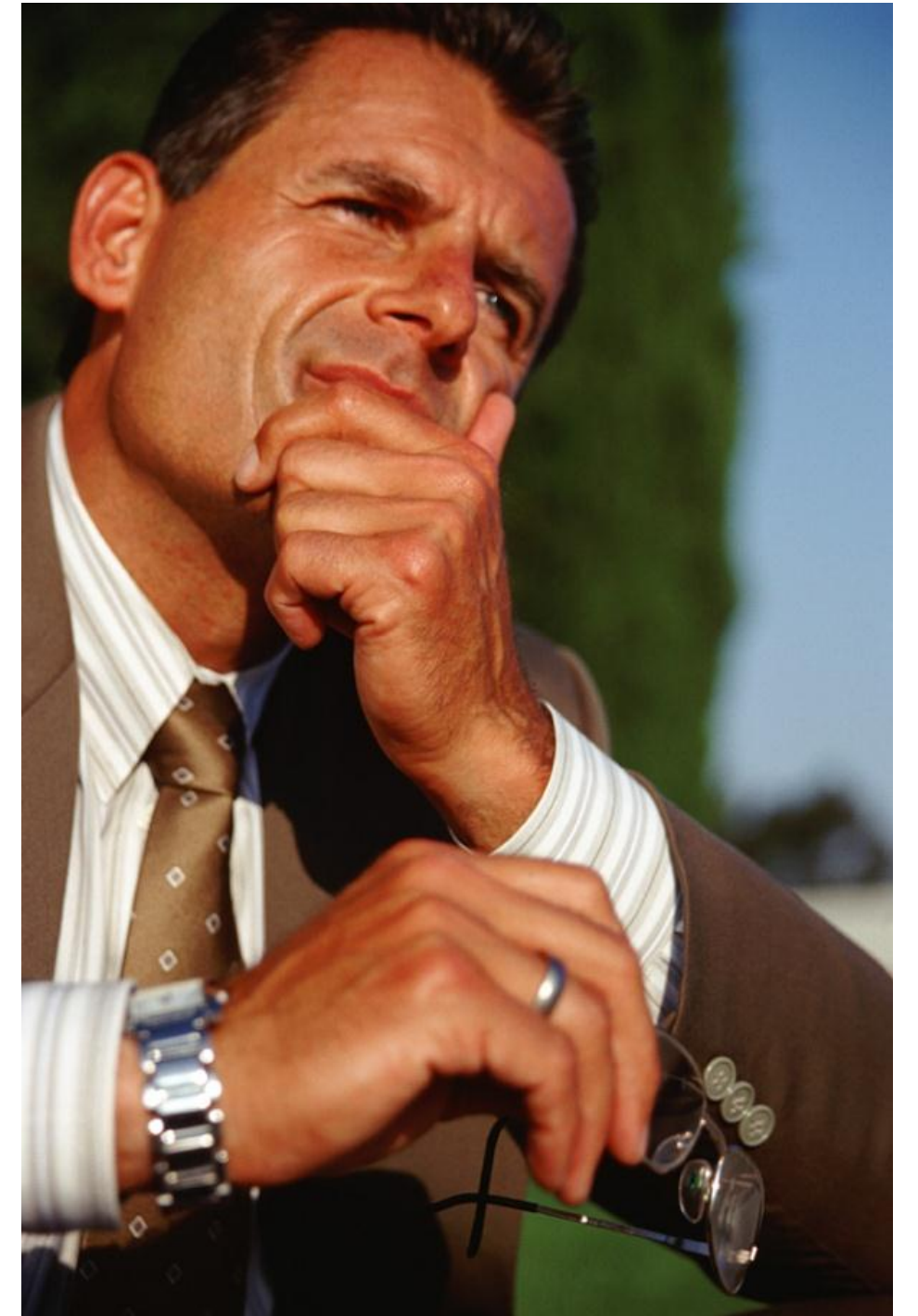
Unified Communications

Customer Collaboration



# Considerations for Unified Communications

- Size
  - Number of endpoints and desktops
  - Number of locations
  - Growth projections
- Application Integration
- Mobility Requirements
- Video
- Centralised vs. Decentralised (or hybrid)





# Choose Solutions Based on Feature Needs

## Foundational UC

- Simplicity/Standardisation
- Core Telephony Feature Set
- Basic applications and services – voicemail, mobility, conferencing
- Simplifies entry to converged voice and data (IP Telephony)

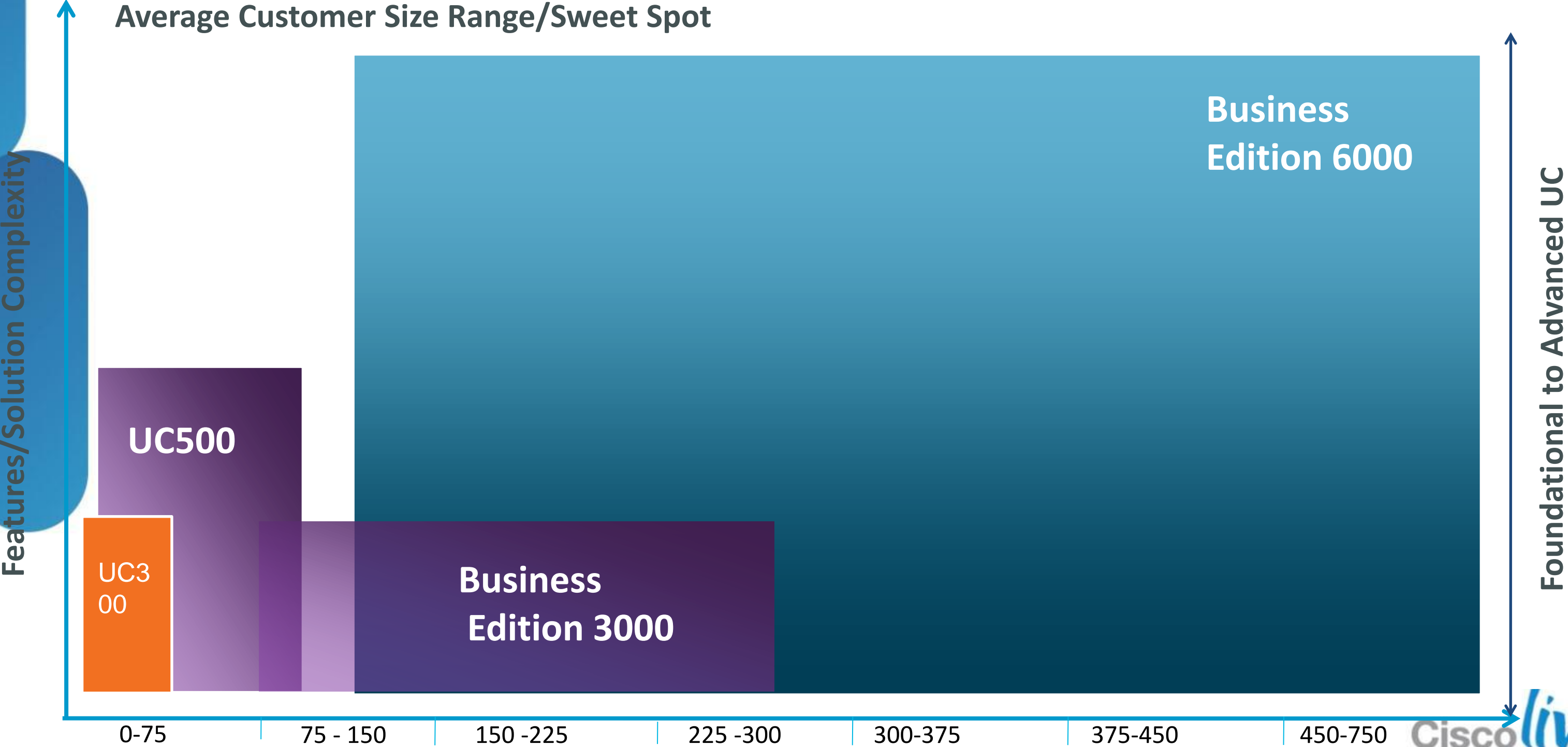


## Advanced UC

- Flexibility/Customisation
- Full Collaboration Feature Set
- Advanced applications; security, mobility, video, presence, soft client, enterprise social software
- Drive up sell opportunities/application acceleration

# Small and Mid-sized Business Unified Communications Portfolio

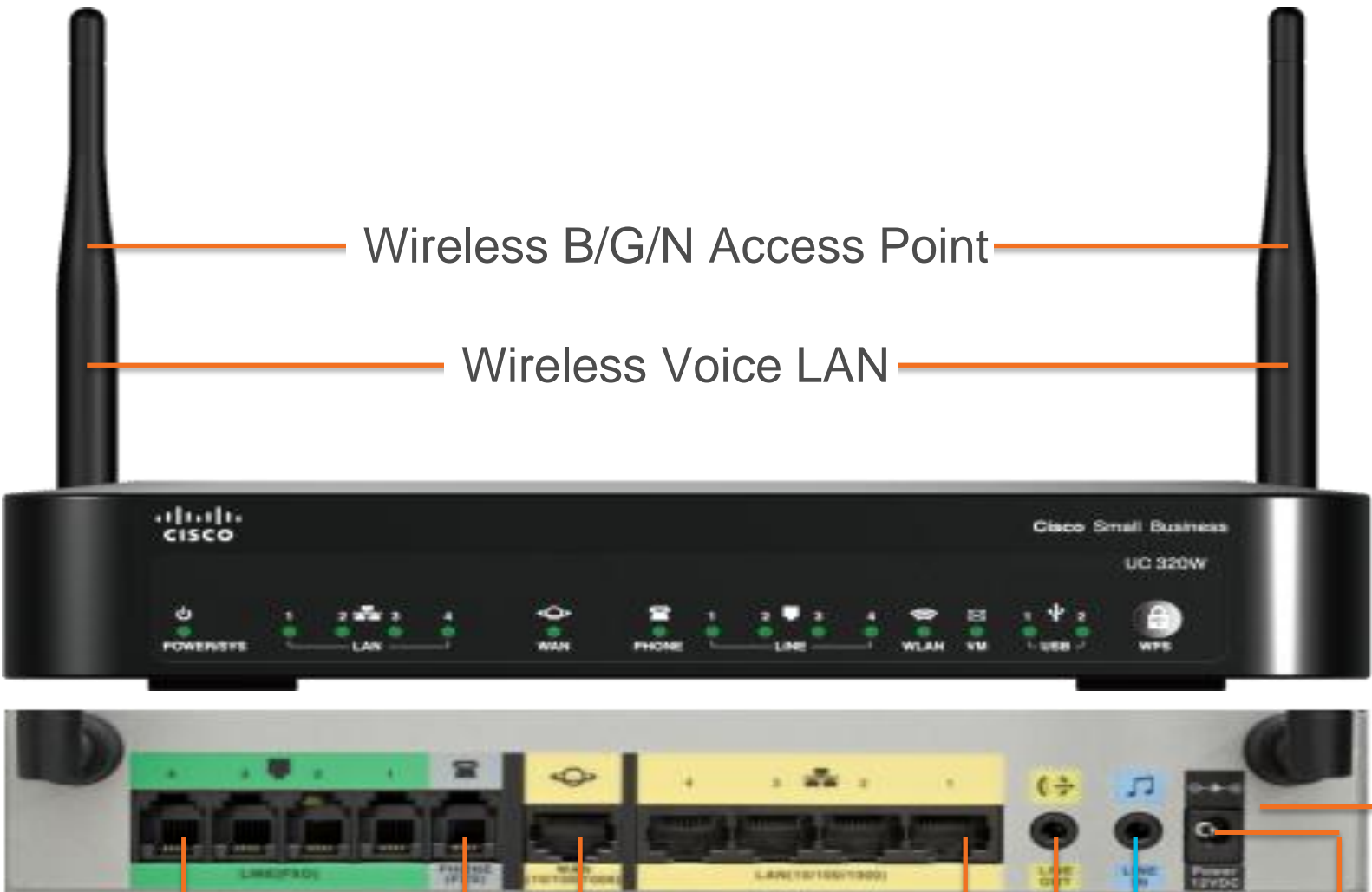
Average Customer Size Range/Sweet Spot



# Solutions Overview – UC320



# UC320 Overview



Wireless B/G/N Access Point

Wireless Voice LAN

- Up to 24 users
- Up to 12 PSTN, via SPA 8800
  - Up to 4 SIP accounts/trunks
  - Lifeline (FXS – FXO failover)
  - Local 911 even with SIP
- 2 USB, back up VM & Config
- Small business Firewall/NAT
- Support for SPA300 & SPA500 wired and wireless phones
- Support for SPA8800 Gateway for additional FXO/FXS Ports
- Support for Mediatrix ISDN Gateways



Internal Voicemail, 12h capacity

4 FXO/Line ports  
(universal config)

Up to 1 Gb WAN  
Ethernet; Remote  
access

Paging out  
Music on Hold

Integrated Auto-attendant

1 FXS port for  
Phone/fax

4 Gb LAN ports



# Cisco UC320

## Software Feature Summary

- **1 to 24 IP**
- **Up to 4 SIP accounts**
- **Up to 12 PSTN trunks (4 built-in)**
  - Up to two SPA8800 for FXS & FXO
- **Mediatrix 4400 for BRI Gateway**
- **SIPv2 Call Control Configuration**
  - Key System and PBX mode
  - Day/Night Ring mode
- **Automated Attendant (2x9)**
  - Pre-recorded Customisable
- **Internal Voice Mail**
  - Pre-recorded Customisable
  - Voice to email notification with audio file
- **Music on Hold**
  - Internal or external
  - Pre-recorded MOH file
- **Business Call Control Features**
  - Shared Line Call Appearance
  - Call Forwarding (All, Busy, NA)
  - Call Transfer - Attended and blind
  - Call Pickup - Selective and Group
  - Intercom and paging (5 groups)
  - Do Not Disturb
  - Three Party Conference Calling
  - Call Park and Retrieve
  - Extension status monitoring
  - Call Hunt Groups
  - Direct Inward Dialing
- **Corporate directory**
- **Embedded configuration utility**
- **Syslog for SBSC**
- **Localisation for ANZ, CAN, HK, UK & US**

# Solutions Overview – UC500



# Cisco UC500 Series

- **Complete all-in-One IP Communications:**
  - Call Processing - **Cisco Unified Communications Manager Express**
  - Voice Mail - **Cisco Unity Express Voice Mail**
  - **Auto Attendant**
  - Full portfolio of Cisco Unified IP phones to meet the Small Medium Business needs
  - Full featured Voice over IP capability using **H323** and **SIP**



# Cisco UC500 Series

- Integrated productivity applications
- Simple license-based upgrades for growth
  - Up to 32 users on UC 540
  - Up to 138 users on UC 560
- On-board wireless LAN (UC 540)
- IP Phone Support
  - SPA 300 & SPA 500
  - Unified IP Phone 6900, 7900, 8900, 9900



**8- to 32-User  
Model UC540**



**16- to 138-User  
Model UC560**



# Solutions Overview – UCME



# Cisco Unified Communications Manager Express

## All-In-One Communications

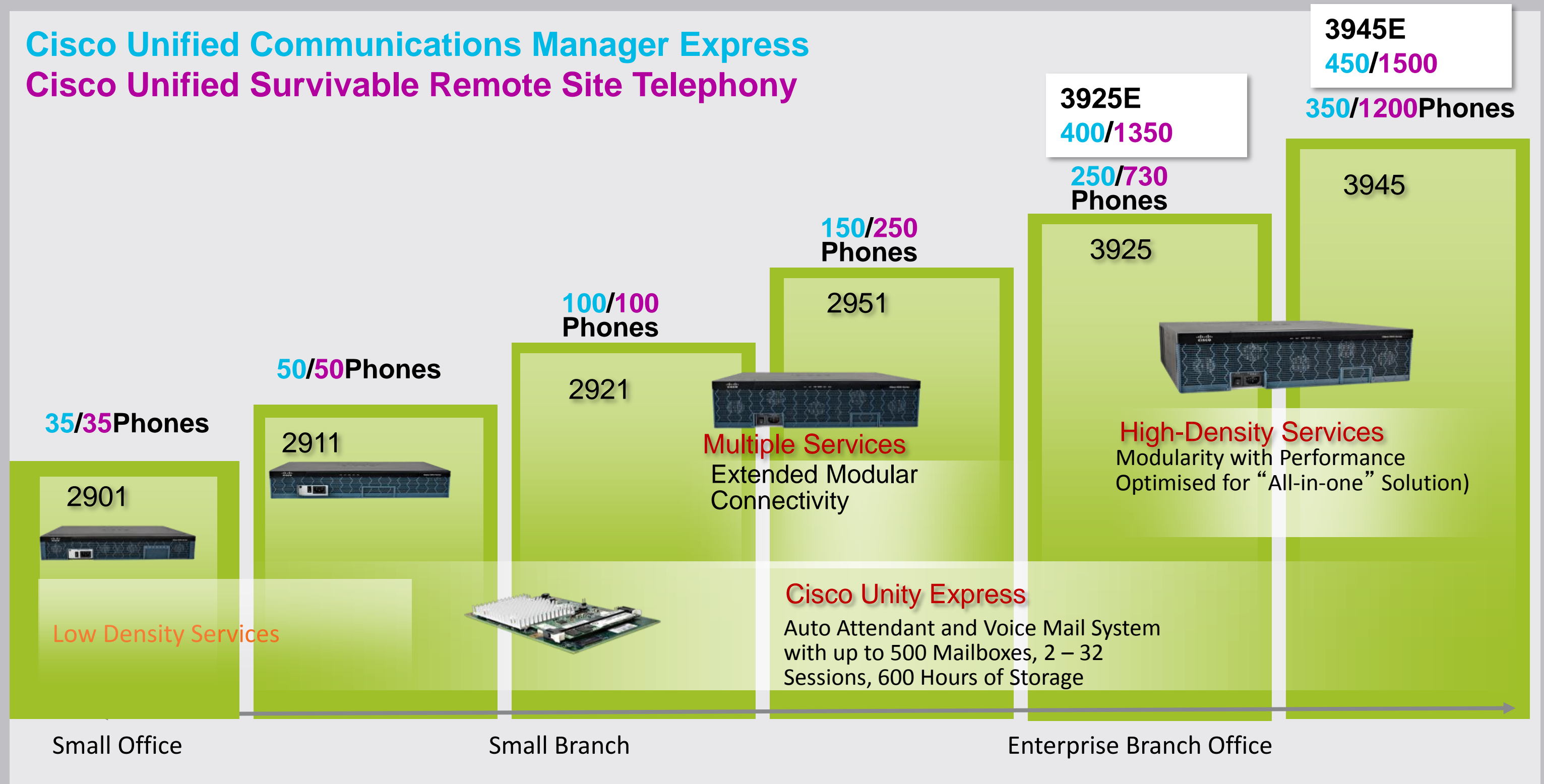
- Unified Communications solution for up to 450 users
- Runs on the Cisco Integrated Service Router Platform
- Provides networking across sites using H.323 or SIP
- Voice mail, auto-attendant and IVR capabilities
- Full-featured solution that meets the needs of small and medium businesses, enterprise branch office
- Options include: Video Telephony, Tele-workers, Cisco IP Communicator soft phone, B-ACD call routing, SIP phone support.
- Centralised provisioning and fault reporting using Cisco Unified Provisioning Manager and Cisco Unified Operations Manager



# Cisco Integrated Services Router (ISR)G2

Cisco Unified Communications Manager Express  
 Cisco Unified Survivable Remote Site Telephony

Concurrent Services and Performance



# Solutions Overview – Business Edition Communications Manager



# Business Edition Portfolio

Delivering Consistent End User Experience

Features/Solution Flexibility



Cisco Business Edition 3000  
(On-premise)



Cisco Business Edition 6000  
(On-premise)

Cisco Collaboration Cloud  
(Cisco WebEx Cloud & Cisco HCS)

Average Customer Size

0-20

20-50

50-100

100-250

250-350

350-500

450-1000



# On-Premise Communications Solutions

## Cisco Business Edition 3000

Cost-Effective, Easy Essential Communications

### Foundational UC

UC



Video

(Point-to-Point)



Cisco WebEx

(Cisco Cloud-Hosted)



High-Quality Endpoints



IM and Presence  
(Cisco Cloud-Hosted)



Messaging



Mobility

WIRED



WIRELESS



## Cisco Business Edition 6000

Affordable, Simple, Advanced Collaboration

### Collaboration Applications

UC



Cisco Jabber



Cisco WebEx



Customer Collaboration



TelePresence



Messaging



Mobility

WIRED



WIRELESS



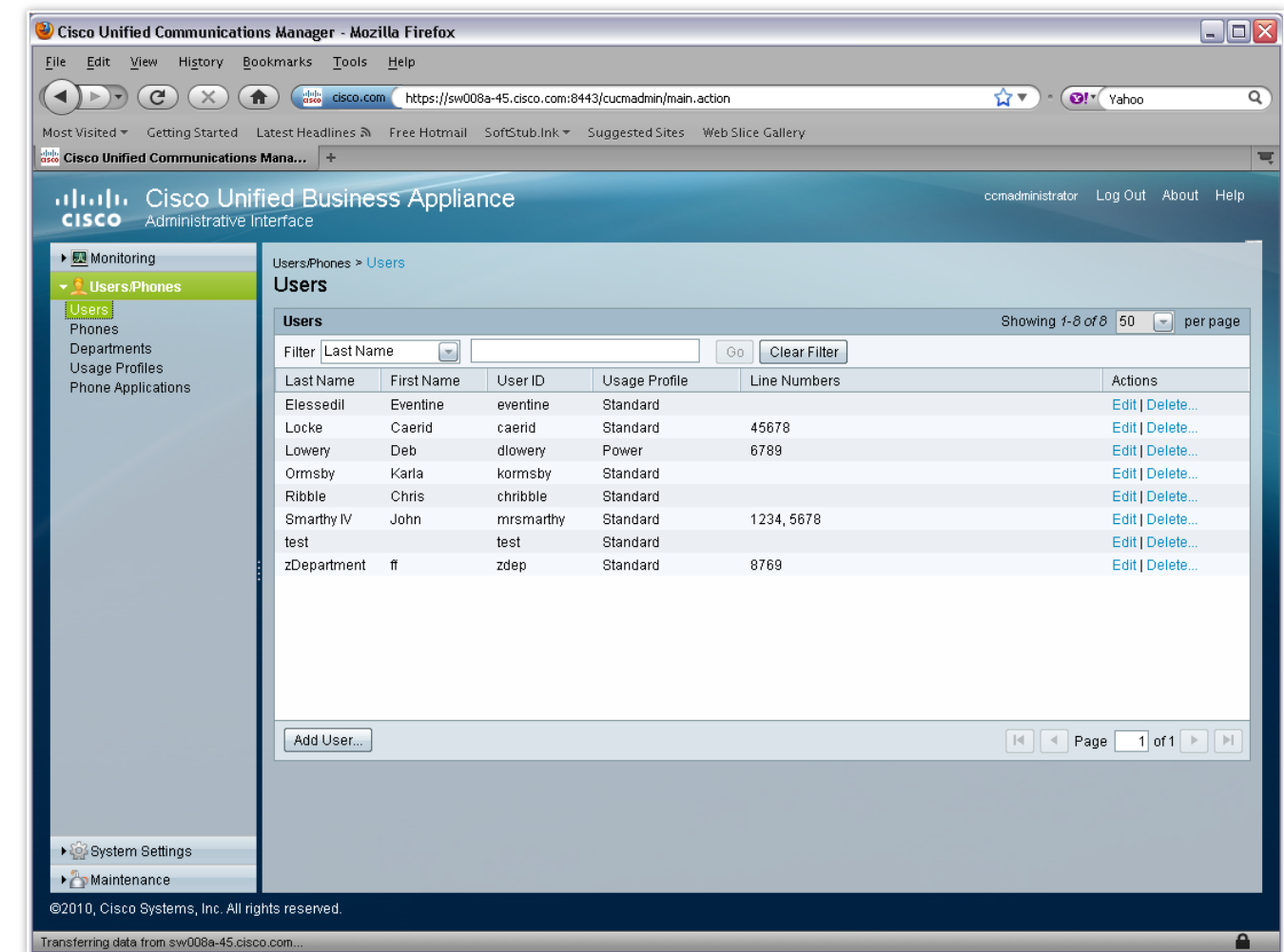
Right-Sized Unified Communications



Enterprise-Class Collaboration

# CUCM-BE 3000

- Purpose-built Linux appliance for small and medium-sized businesses
  - Integrated T1/E1 gateway ports
  - Integrated voice messaging, Auto attendant
  - Single number reach, extension mobility, Cisco IP communicator
- Up to 300 Handsets
  - Cisco 3905, 7937, 6900, 8900
- Up to 10 sites
- Simplified administration and user interface
  - Requires limited IT resources to support
  - Pre-configured country dial plans

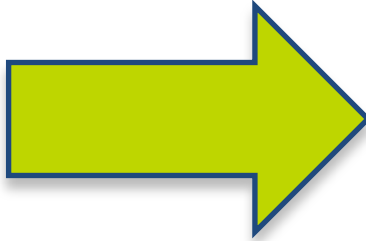


# BE 5000 EOL Milestones (EOL 8775)

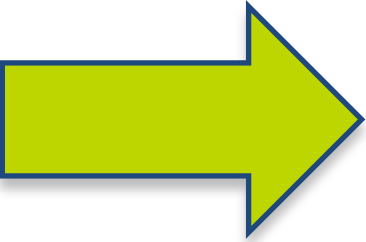
Milestone	Definition	Date
<b>End-of-Life Announcement Date</b>	The date the document that announces the end-of-sale and end-of-life of a product is distributed to the general public.	September 14, 2012
<b>End-of-Sale Date</b>	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	March 15, 2013
<b>Last Ship Date: HW, App. SW</b>	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	June 13, 2013
<b>End of SW Maintenance Releases Date: HW, App. SW</b>	The last date that Cisco Engineering may release any final software maintenance releases or bug fixes. After this date, Cisco Engineering will no longer develop, repair, maintain, or test the product software.	March 15, 2014
<b>End of Routine Failure Analysis Date: HW</b>	The last-possible date a routine failure analysis may be performed to determine the cause of hardware product failure or defect.	March 15, 2014
<b>End of New Service Attachment Date: HW, App. SW</b>	For equipment and software that is not covered by a service-and-support contract, this is the last date to order a new service-and-support contract or add the equipment and/or software to an existing service-and-support contract.	March 15, 2014



# Migration from BE 5000



Licenses



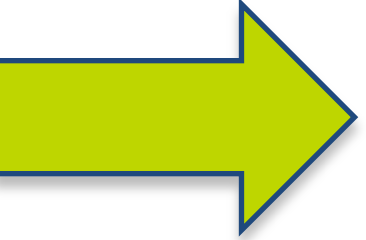
9x3 or CUWL Migration



Licenses



BE5K Appliance 6.X, 7.x,  
8.X software  
MCS 7828 server



UCM/MCS 7828 Redundant server

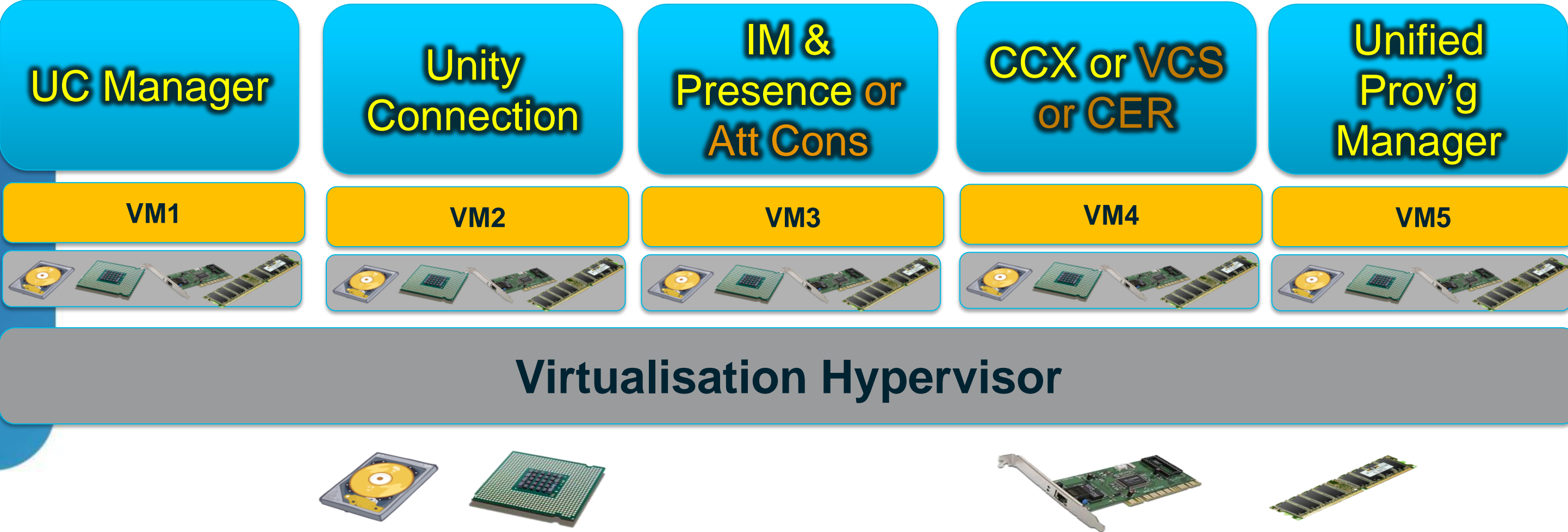


BE 6000 Mig Bdl



# Cisco Business Edition 6000

## Collaboration in a virtual Environment



# Cisco Business Edition 6000

## System Capacities

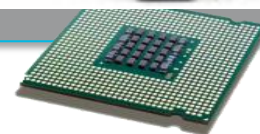
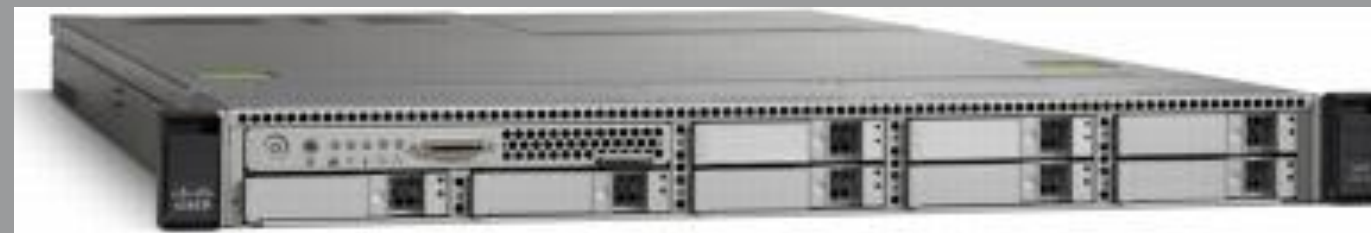
1000  
Users/1200  
IP Phones

1000  
Voicemails/U  
nified Msg

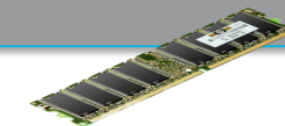
1000  
IM/Presence  
users

100 Agents

50  
sites/Redund  
ancy

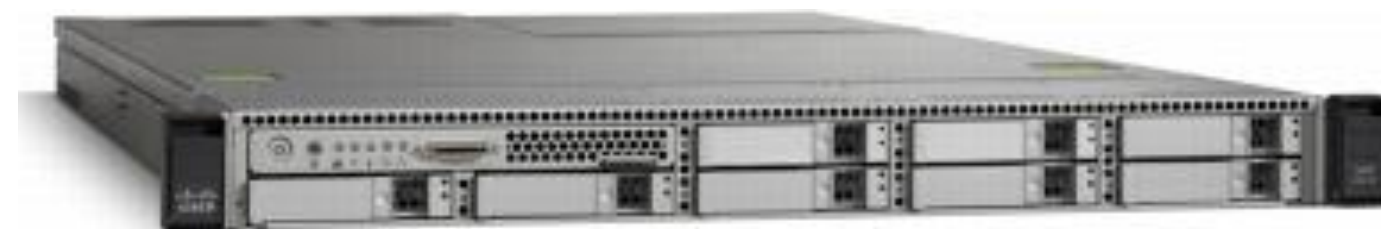


UCS C220 M3



# UCS C220 Server

- 1RU Square rack mountable
- 2 quad-core 2.4 GHz E5-2609 processor
- 4 x 8 GB RAM
- 4 x 500 GB 7200 RPM SATA disks, RAID-10 configuration
- Integrated dual-port Gigabit Ethernet
- 1 Gigabit Ethernet management port,
- Redundant power supply option
- UC virtualisation hypervisor (VMware Hypervisor 5.X) pre-installed
  - 2 CPU sockets, 16G of vRAM entitled.
- Option to upgrade to UC virtualisation foundation with vCenter compatibility.



vmware

Cisco *live!*

# Application Integration and Mobility

## UC500/UCME



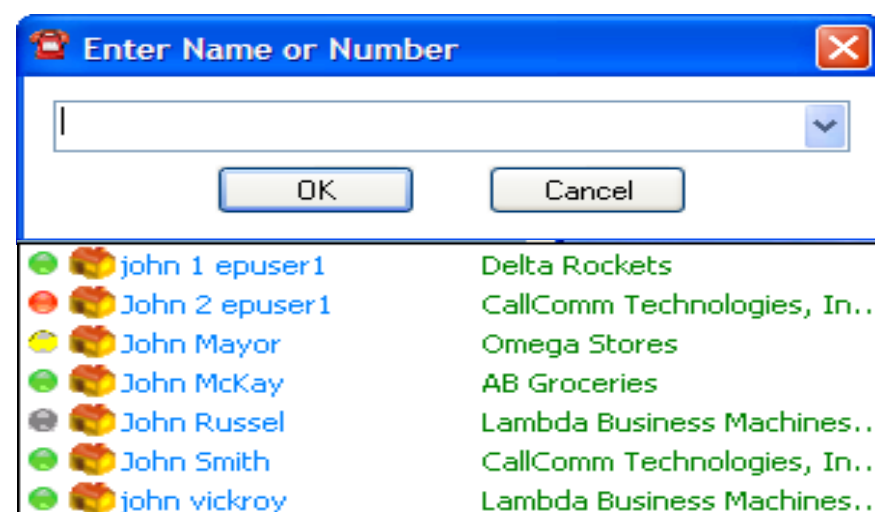
# Cisco Smart CallConnector Suite

- **Cisco® Smart CallConnector Operator:** Feature-rich desktop attendant console solution; deployable as single position, primary and backup operators and multiple operators connected to the SCC Server.
- **Cisco Smart CallConnector Toolbar:** Free toolbar client for Cisco Unified Communications 500 Series IP phone users with click-to-dial (C2D) and basic screen pops. A basic Outlook dial feature is included.
- **Cisco Smart CallConnector Advanced client:** Unified communications features in a customisable Windows client. Works only with Cisco SCC Server. Key features include presence-enabled directories, IM with federation, visual voicemail and call control, and Outlook integration
- **Cisco Smart CallConnector Server 2.0:** For more than 1 operator console, Cisco SCC Server is required and delivers more features (presence plus IM to and from clients).



# SCC Toolbar Client User Interface

## Internet Explorer or Outlook Toolbar



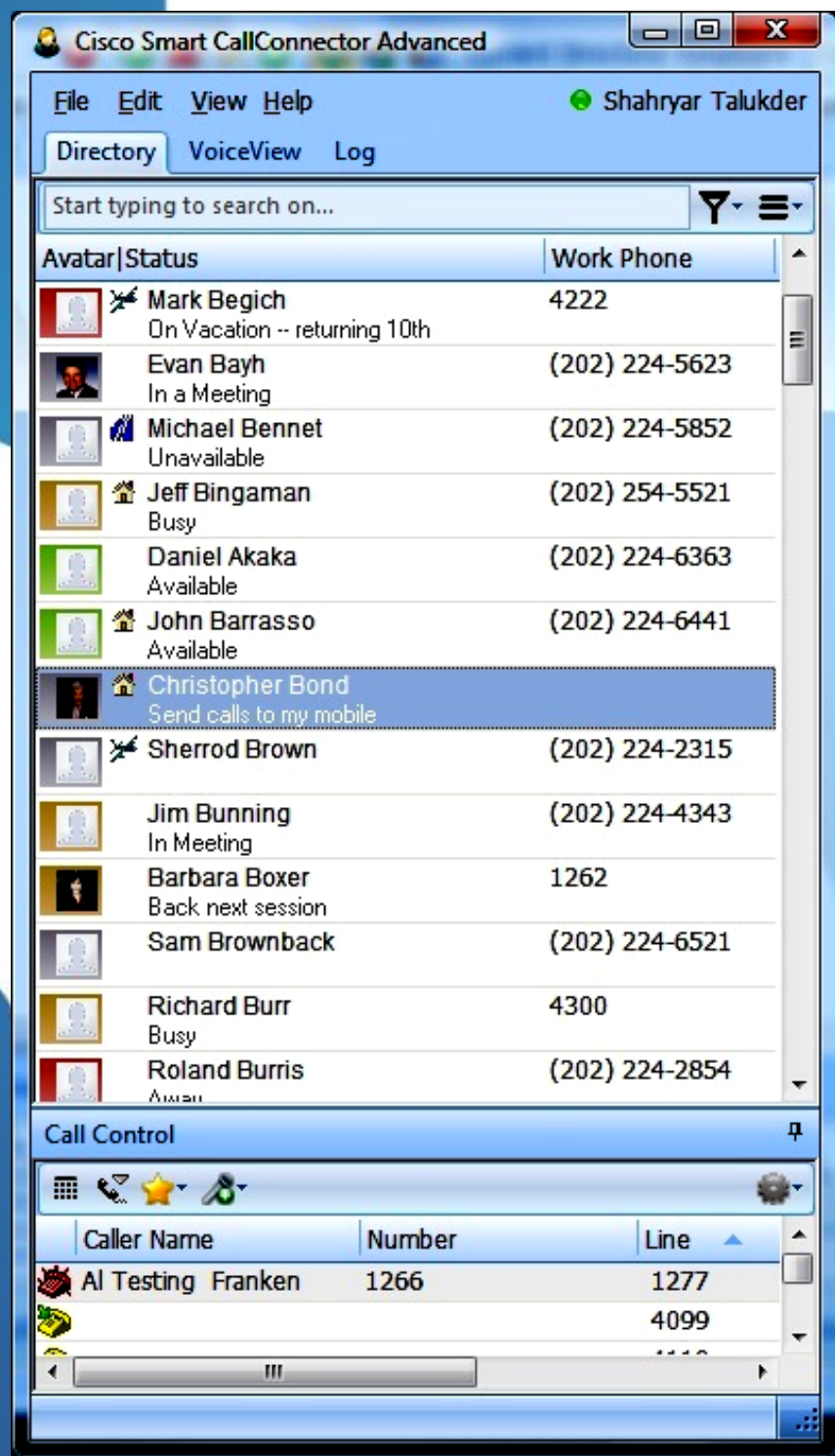
### QuickSearch

Press "Pause/Break Key to Open Window

## SCC Tool Bar & Quick Search

- Presented at the top of both Internet Explorer and Outlook
- Provides buttons for call control, presence setting and collaboration functions
- Perform Directory look up & dial with minimal key strokes

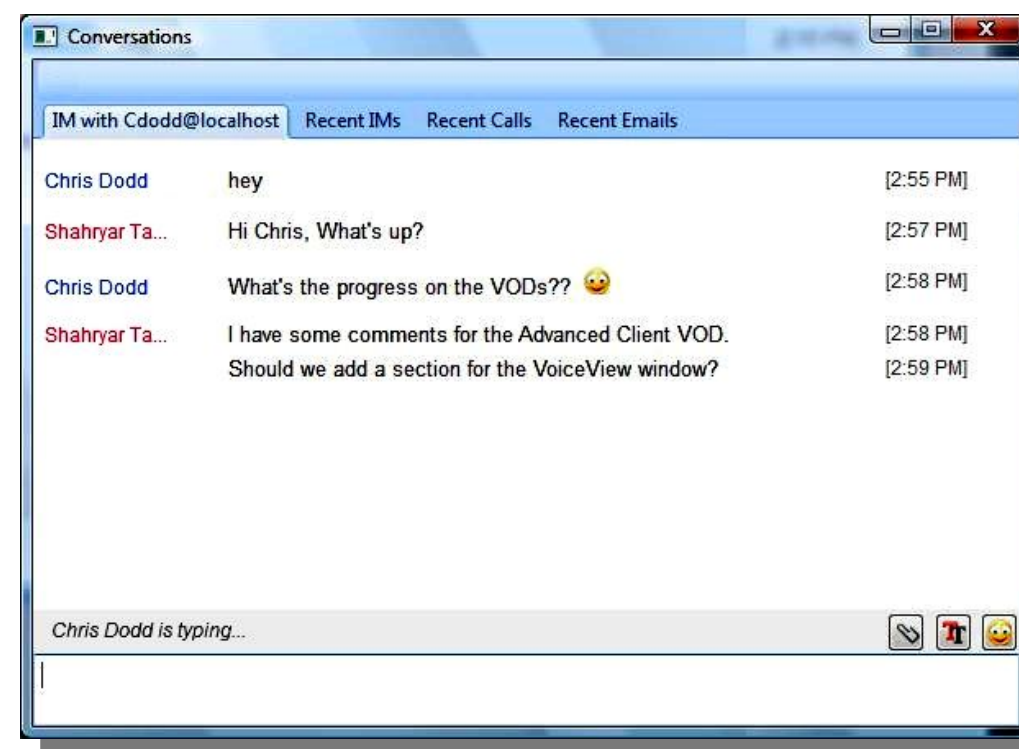
# Cisco Smart CallConnector Advanced Client



**Toolbar** in Outlook 2010 and Internet Explorer

**Advanced client window** show contacts, with photo /avatars, presence, and telephone status

Click on Tabs to view **Directory**, **Voice Messages** and **Logs**



From **Instant Message window**, users can chat, escalate to calls or group chat, send files, and view recent communications

**Users Can Click to IM, Call, Play Voicemail, View Presence and Phone Status**



# Visual Voice Mail Window in Adv-Client

Unread Voice Mail

Search Bar

Presence

Playback Controls

Caller	Date/Time
Unknown caller	Jan 2, 2010 10:53 AM
Unknown caller	Jan 2, 2010 10:50 AM
Shawn Turner (1277)	Jan 2, 2010 10:48 AM
<b>Mathew Sarrel (1266)</b>	Jan 2, 2010 10:48 AM
Brian Henry (1259)	
Brian Henry (1259)	
Nguyen, Thien (1261)	
Nguyen, Thien (1261)	
Nguyen, Thien (1261)	
Unknown caller	
Unknown caller	
Unknown caller	Apr 23, 2009 12:43 AM
Unknown caller	Apr 23, 2009 12:36 AM
Shawn Turner (1277)	Apr 19, 2009 4:55 AM

Usage: 2%    Inbox (2 NU/12 N/2 S)

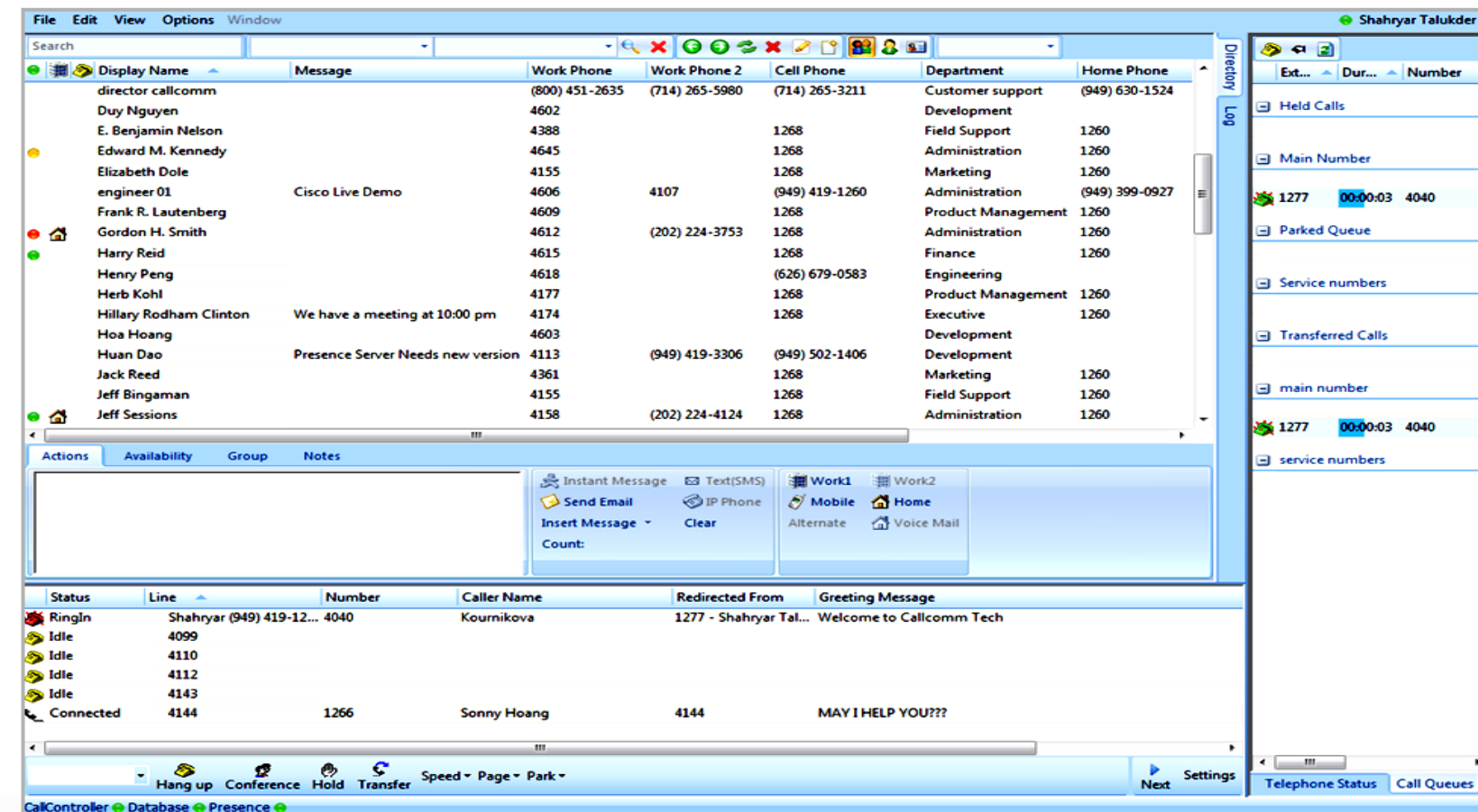
# Cisco Smart CallConnector Operator

Attendant Console for UC 500 Series

Specifically designed for call, messaging and contact management requirements of an attendant

## Key Features

- Can be deployed in single or multiple attendant positions
- Highly customisable graphical user interface
- Graphical call queues
- Presence and telephone status-integrated directories
- Integrated messaging services
- Pop-up notifications of voice messages



# Application Integration and Mobility— BE3K and 6K



# Anywhere, Anytime, Any Device Messaging Cisco Unity Connection

## Access Voicemail the Way You Work, Anytime, Anywhere



Robust Functions Deliver  
Powerful Messaging

- Users choice of devices: IP and mobile phones, web browser, email client, or a desktop client
- Respond quickly with speech recognition
- Easily prioritise and manage messages and access calendar meetings
- Connect to colleagues with name recognition
- Intelligently route incoming calls using call transfer rules
- Easily customise call screen and message notification options



Accelerate Business Processes and Employee Productivity

# Cisco IP Communicator (Mobility)

- Easy to use – exact replica of Cisco® IP desk phone in software
- Use your office phone from anywhere in the world
- Connect via Internet and Cisco VPN client
- Use Bluetooth or USB headset
- Video supported
- Non-intrusive popup for new calls



# Mobile-enable Your Entire Business

## Cisco Unified Communications



WIRED



WIRELESS



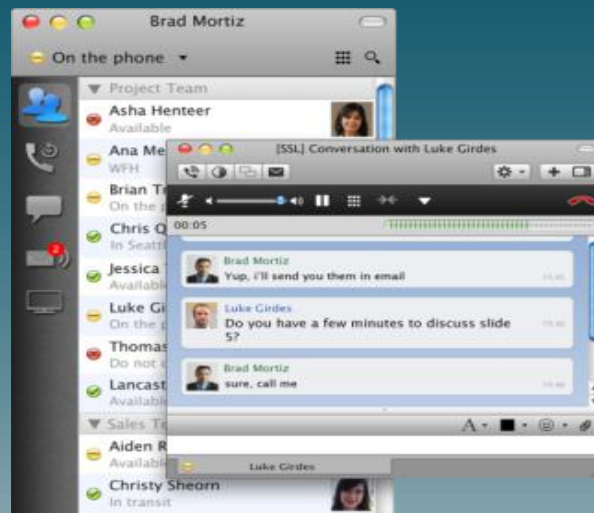
- Work Effectively Anywhere, Anytime, Any Device
- Wired or wireless
- Single business number reach, single voice mailbox
- Desktop and cell phone pickup
  - Seamlessly move calls between mobile devices and desktop phones
- Mobile collaboration
  - Extension Mobility
- IP Phone VPN client for remote workers



Richest Experience in Any Location

# Delivering Consistent User Experience on Your Choice of Devices with Cisco Jabber

Rich, Real-time Communications



One-One | One-to-Few | Real-Time

Securely Unify Presence, IM, Voice, Video, Messaging, Desktop Sharing and Conferencing



All-in-One UC Application

- Presence, IM
- Voice, Video, Voice messaging
- Desktop sharing, Conferencing

Collaborate from Any Workspace

- PC, Mac, tablet, smart phone
- On-premises and Cloud
- Integration with Microsoft Office

# Elevate Collaboration Throughout Your Organisation Cisco WebEx



- Industry-leading web conferencing
  - Audio, web, HD video
  - Meeting, Training, Event, and Support versions
- Document, application, desktop sharing
- Manage meeting activities with Meeting Spaces
- Ad-hoc and scheduled meetings,
  - Including Outlook, Lotus Notes
- Interoperable with Cisco UC
- Delivered securely via Cisco WebEx Cloud and on-premises
- Consistent, cross-platform experience
  - Windows, Mac, Linux, Unix, Solaris
  - Support on mobile devices
  - Available in 13 languages



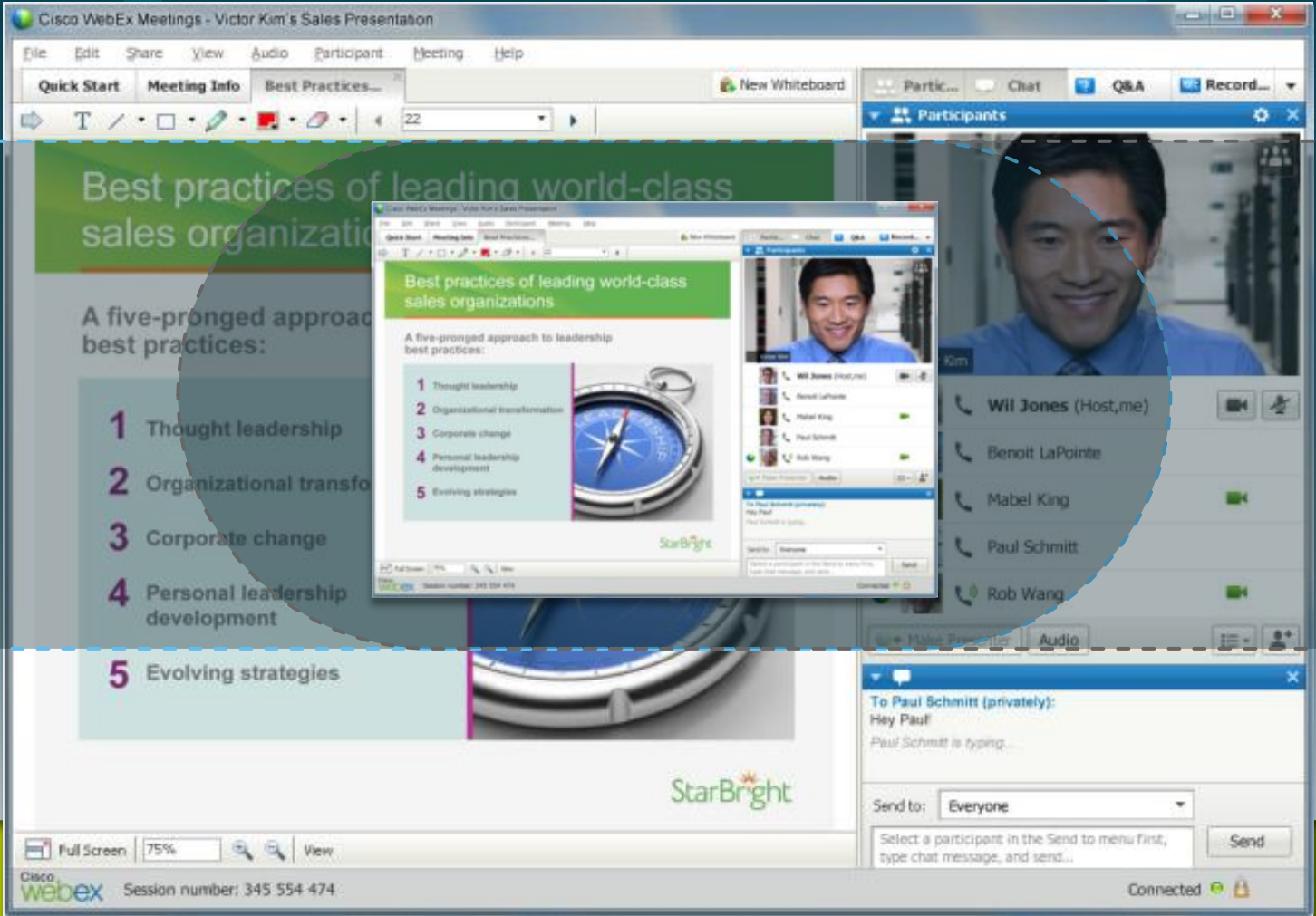


# Cisco WebEx Meetings

1 | PREPARE



2 | MEET



3 | FOLLOW UP



Complete Meeting Lifecycle

Attendee Organisation  
Documents Distribution  
Integrated IM and Presence

HD Conferencing  
Real-Time Screen Sharing  
Mobile Meetings

Related Documents  
Recordings and Discussions  
File Sharing



# Application Integration and Mobility

## BE6K



# Contact Centre

Call Centre agent support for:

- Cisco Unified Contact Centre Express with up to 100 agents
- Contact Service Queues (CSQ)
- Cisco Agent Desktop (CAD)
- Cisco Supervisor Desktop
- Skills based routing
- Flexible workforce



# Cisco Mobile Supervisor (Mobility)

Cisco Mobile Supervisor for Cisco Unified Contact Centre Express 8.0 allows supervisors to:

- View real-time reports on their iPhone or iPod Touch
- Dynamically respond to changing situations from any location
- Can change an agent's state
- Stay connected with their team to positively impact the contact centre business
- Engage in the contact centre being mobile



# Cisco TelePresence Portfolio for Midmarket

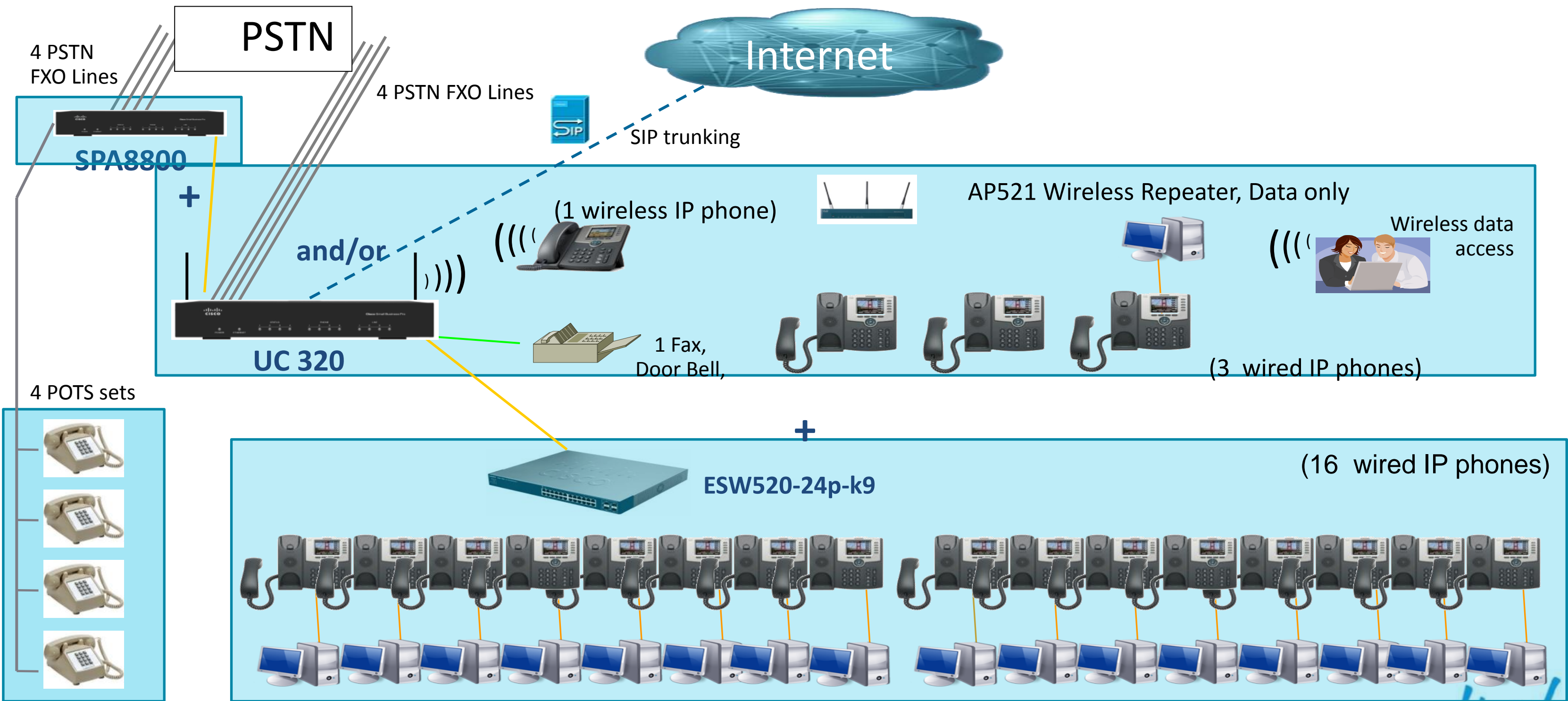
- Transform any conference room into a TelePresence room
- Turn any display into a powerful TelePresence system
- Visually collaborate from your desktop
- Support up to 1080p HD video calling
- Cisco WebEx for desktop sharing
- Personal video with EX60 and EX90
- Immersive video with CTS room systems



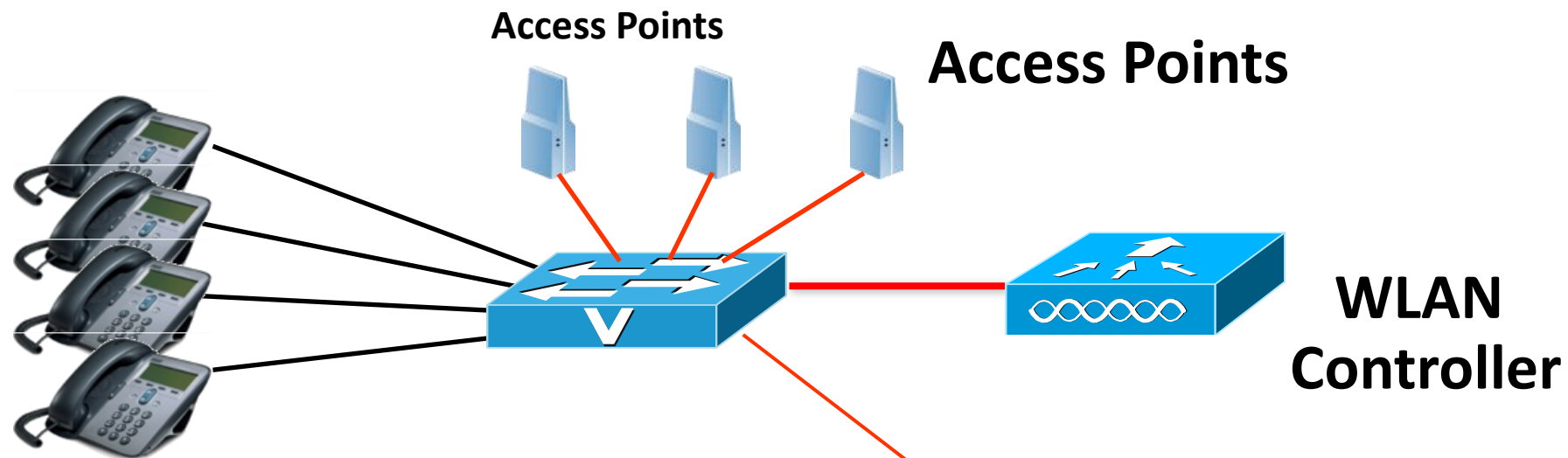
# Deployment Models UC300 and UC500



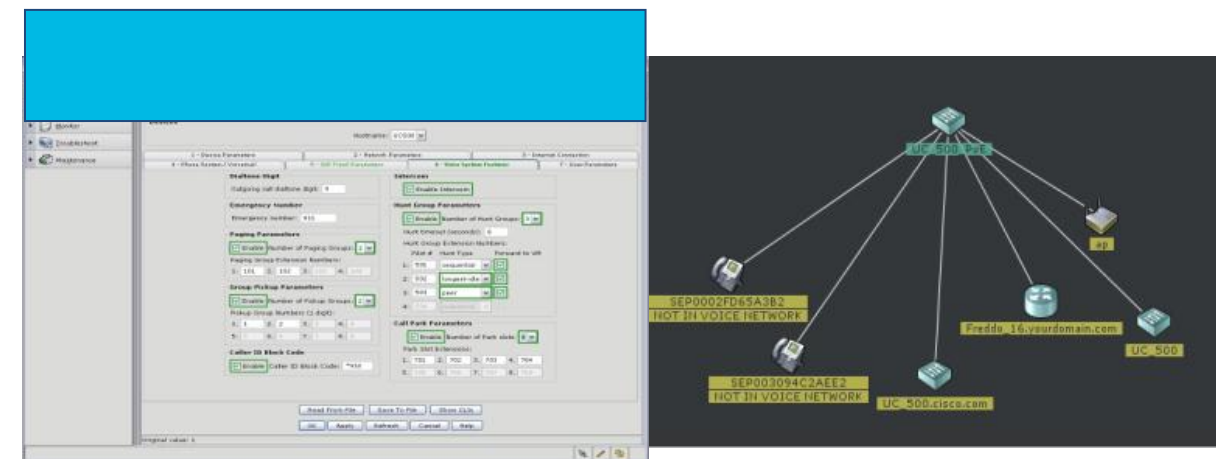
# Cisco UC320 Premise Deployment



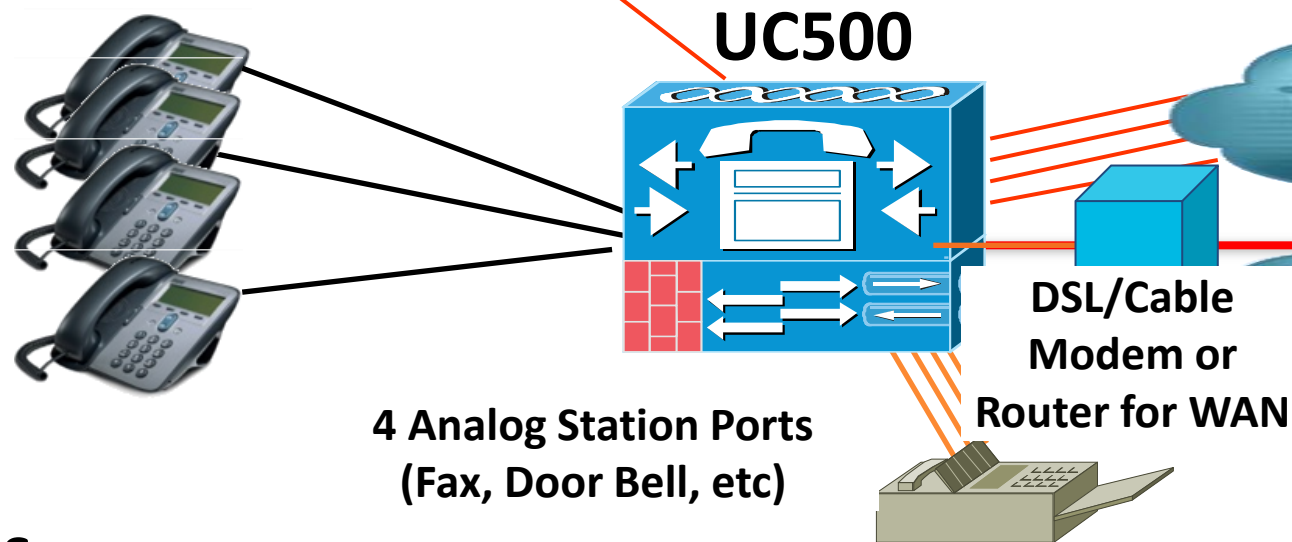
# Cisco UC500 Premise Deployment



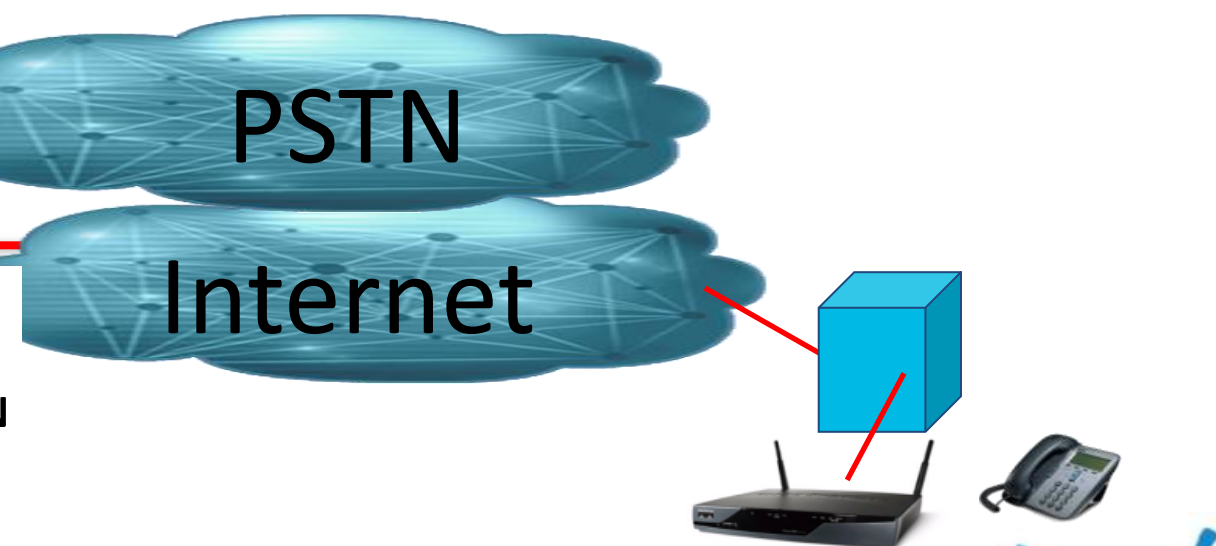
## System Management Tools for Configuration & Monitoring



Communications,  
Productivity & Business  
Applications



Smart Assist Features



Home Owner solution  
Secure Remote Phone support

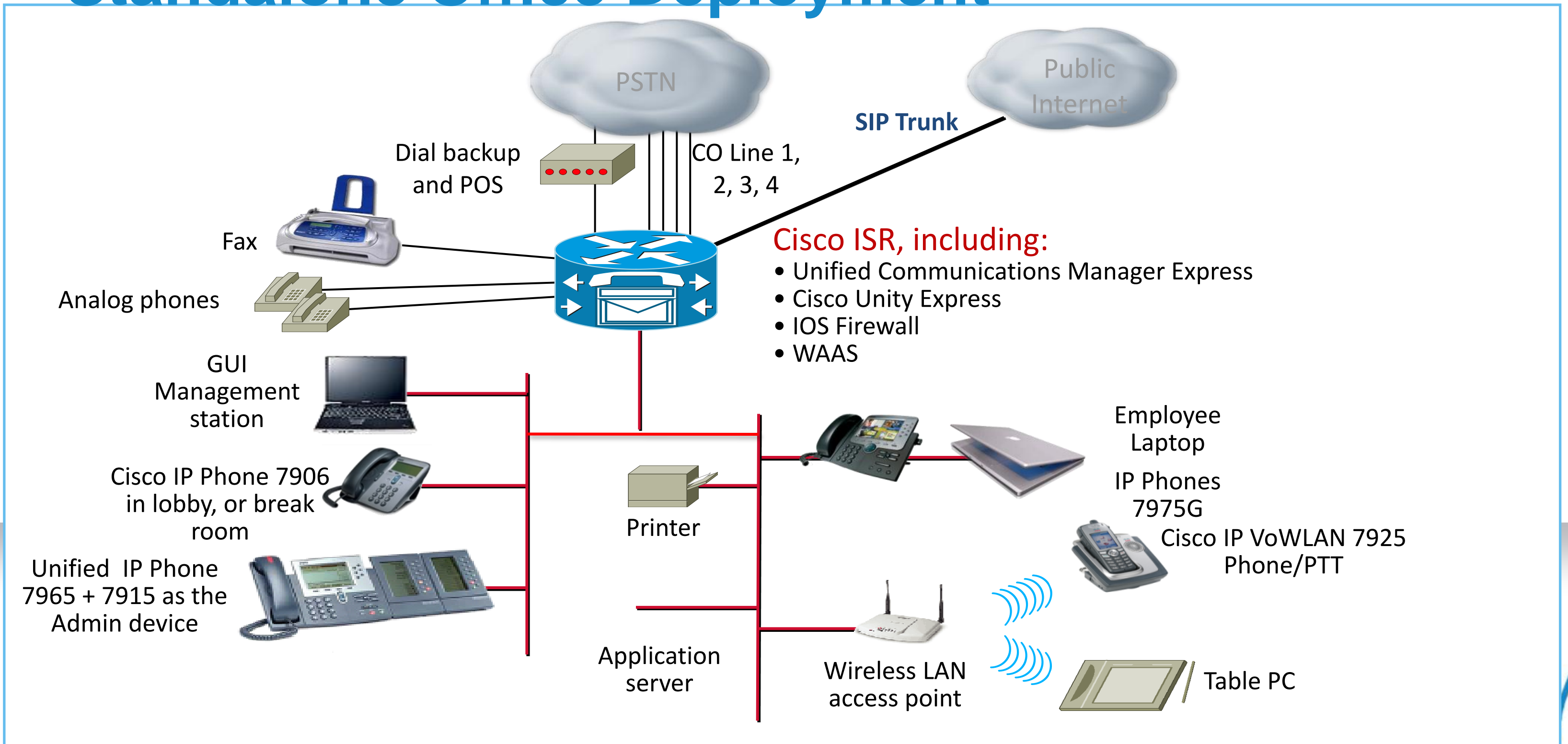




# Deployment Models UCME

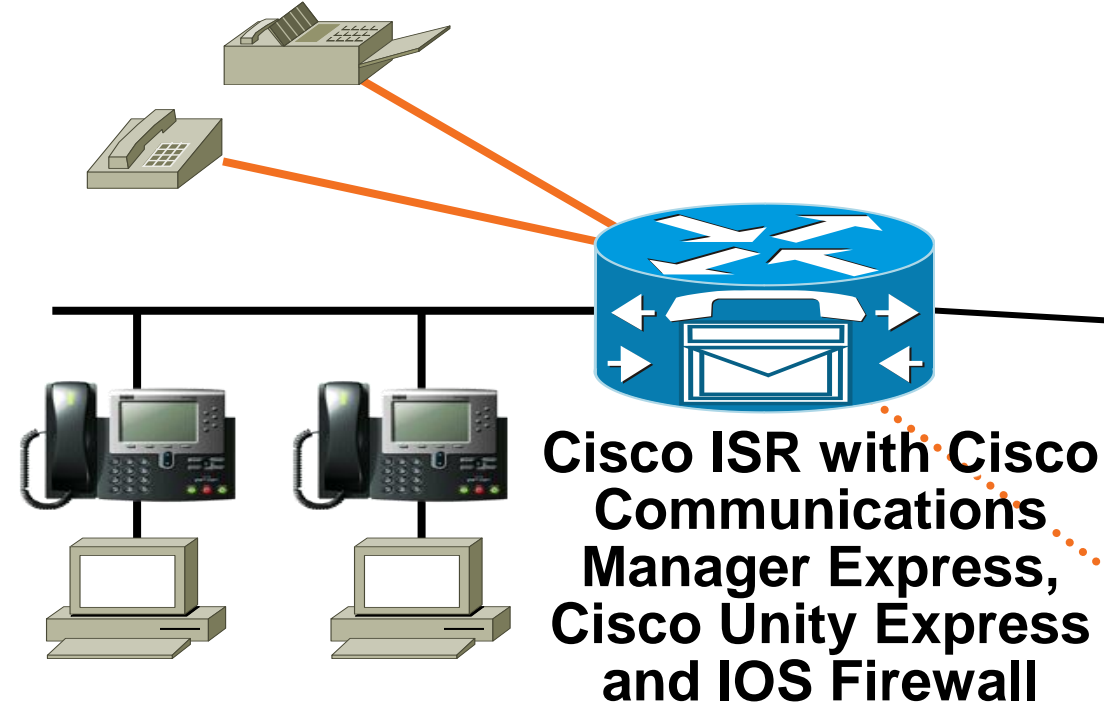


# Communications Manager Express (ISR): Standalone Office Deployment



# Communications Manager Express (ISR): Distributed Enterprise Branch Office

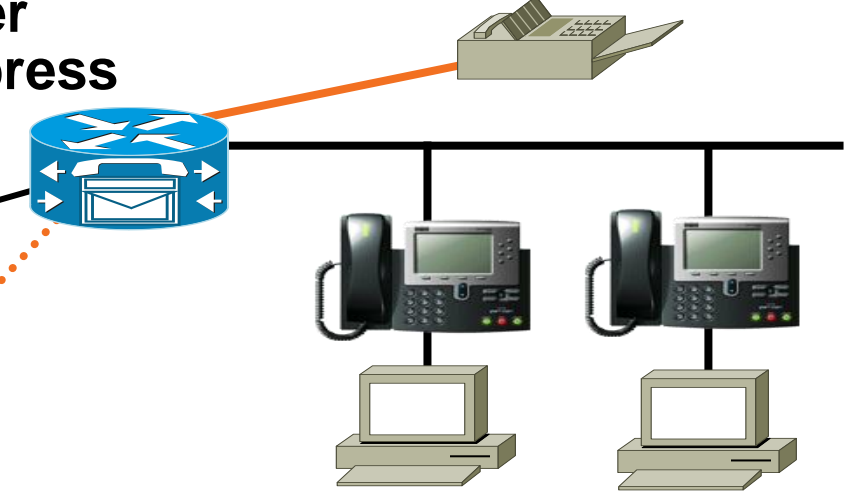
## Main business location



100 – 350 employees

## Branch Location

Cisco ISR with Cisco Communications Manager Express, Cisco Unity Express and IOS Firewall



10-20 employees

Public Internet, VPN or Private WAN with VoIP

PSTN

## Distribution Centre

Cisco ISR with Cisco Communications Manager Express, Cisco Unity Express and IOS Firewall

25-75 employees

Cisco *live!*

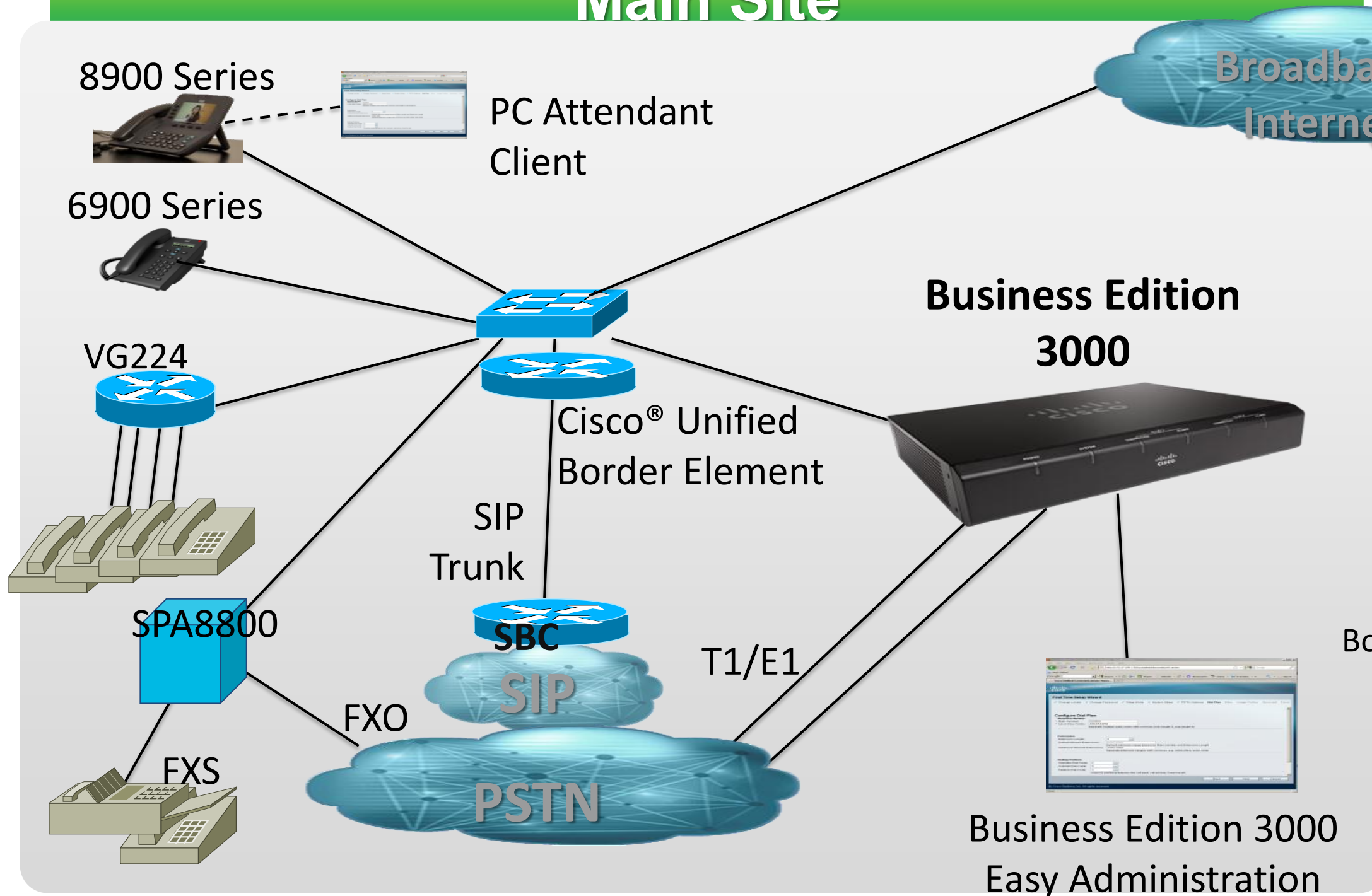
- Networked Call Processing
- Networked Voice Messaging
- Extension dialing between sites
- Toll Savings
- Calling Name, Number
- Cisco Unified Management solutions

# Deployment Models BE3K

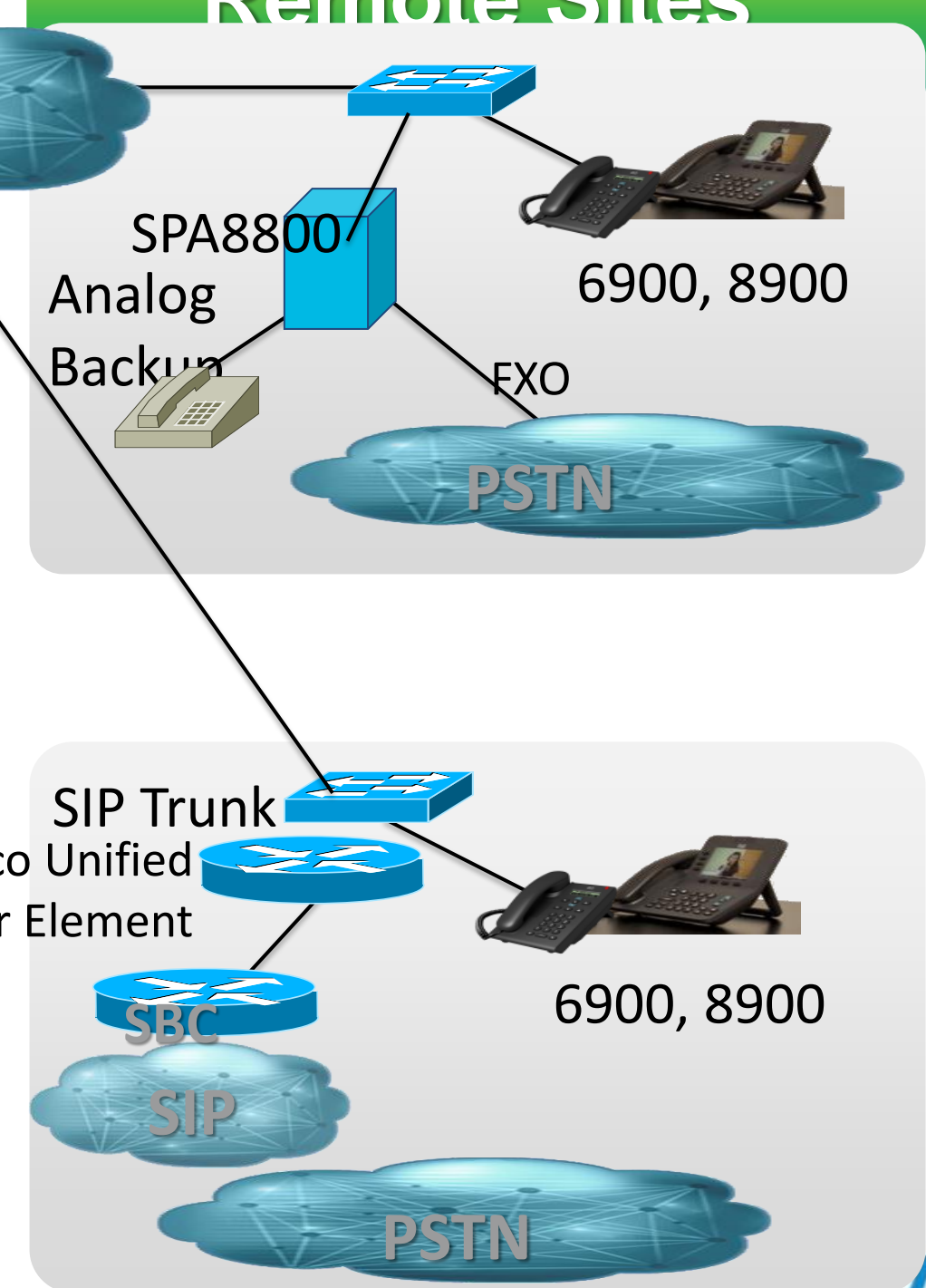


# Current Deployment BE3K

## Main Site



## Remote Sites

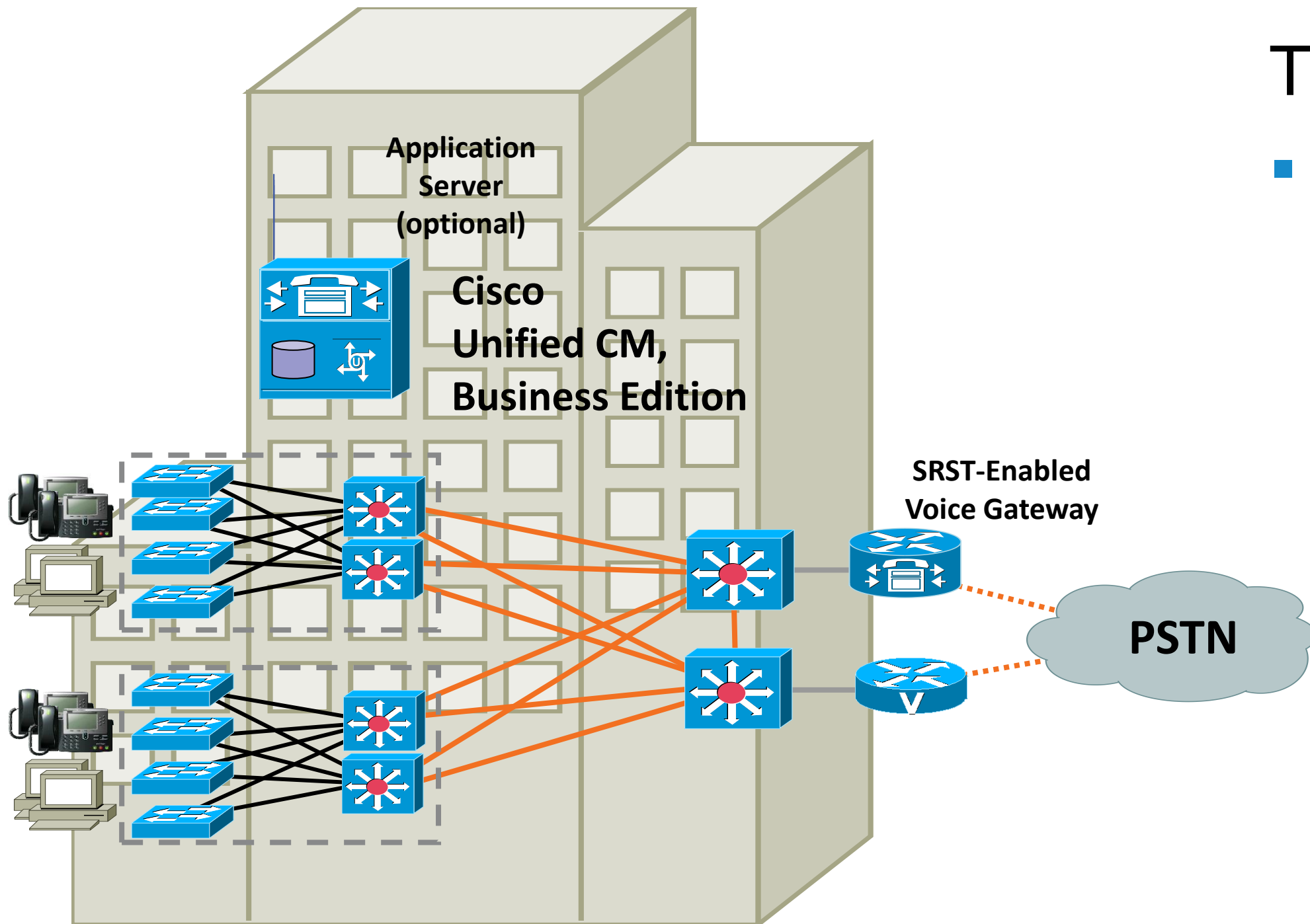


# Deployment Models BE5K and 6K



# Communications Manager Business Edition

## Single Site

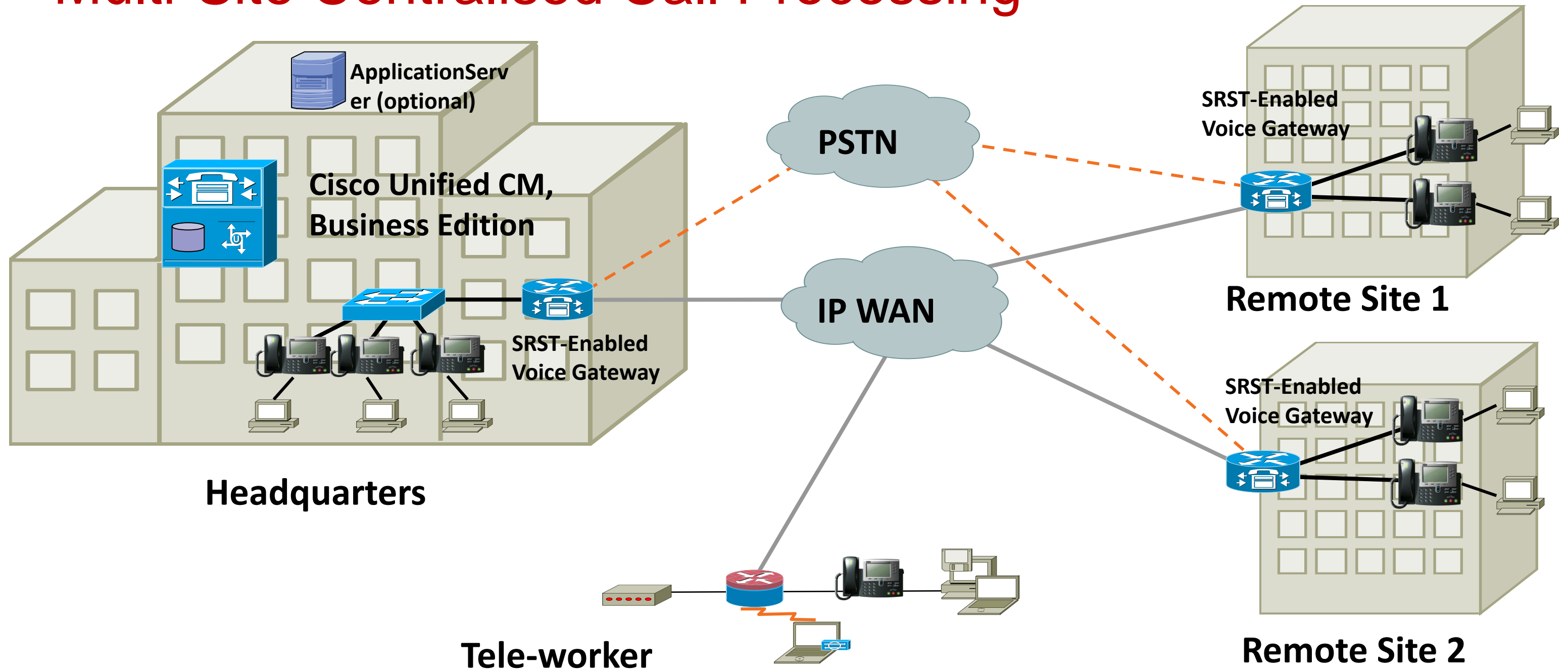


The single-site model:

- Consists of Cisco Unified CM and Cisco Unity Connection on the same hardware platform, located at a single site or campus

# Communications Manager Business Edition

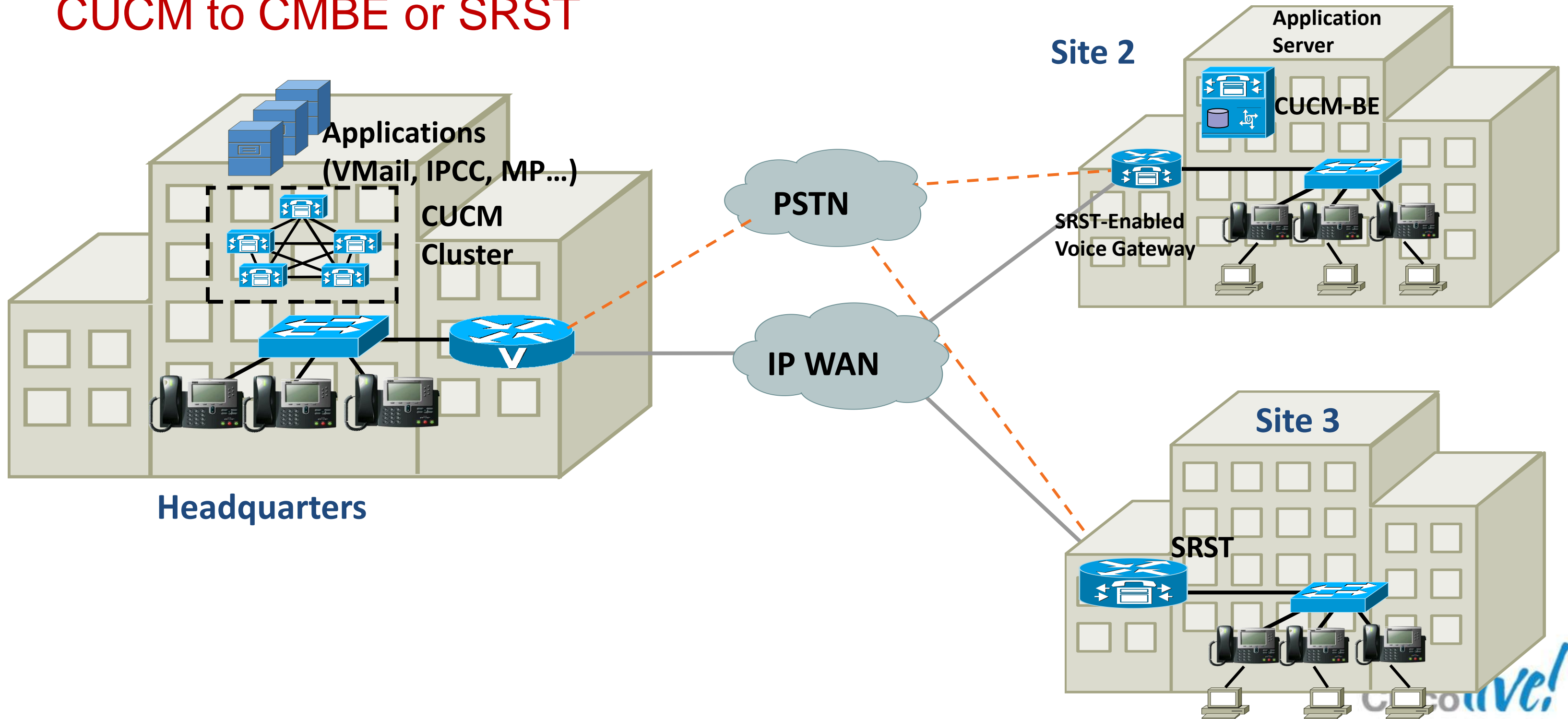
## Multi-Site Centralised Call Processing





# Communications for All

## Centralised and/or Distributed Call Processing CUCM to CMBE or SRST



# Q & A



# Complete Your Online Session Evaluation

## Give us your feedback and receive a Cisco Live 2013 Polo Shirt!

Complete your Overall Event Survey and 5 Session Evaluations.

- Directly from your mobile device on the Cisco Live Mobile App
- By visiting the Cisco Live Mobile Site [www.ciscoliveaustralia.com/mobile](http://www.ciscoliveaustralia.com/mobile)
- Visit any Cisco Live Internet Station located throughout the venue

Polo Shirts can be collected in the World of Solutions on Friday 8 March 12:00pm-2:00pm



Cisco *live!* 365

Don't forget to activate your Cisco Live 365 account for access to all session material,

communities, and on-demand and live activities throughout the year. Log into your Cisco Live portal and click the "Enter Cisco Live 365" button.

[www.ciscoliveaustralia.com/portal/login.ww](http://www.ciscoliveaustralia.com/portal/login.ww)

Cisco *live!*

