

Cisco Unified Communications Overview

Unified Communications (UC) is the convergence of voice, data and video onto your existing IP based network. UC is designed to replace the old PBX and Keystone phone systems we see in most offices today.

Beyond being a simple phone system replacement, the UC platform is designed to enable business to reduce communications response times thru integration. For example, voicemail to email integration. When a voicemail message is left on your office phone a copy is also forwarded to your email as a wave file attachment for listening to on your blackberry, etc. This attachment can be forwarded to any email address or archived for later reference .



At a Glance

- *Organizations using UC saved an average 32 minutes per day, per employee.*
- *The use of softphones saved an average of \$1,727 per month in cell phone and long distance charges.*
- *Those using integrated voice and Web conferencing reported a 30 percent reduction in conferencing expenses.*

Cisco's unified communications solution for small businesses provides voice, data, voicemail, automated attendant, video, security, and wireless capabilities while integrating with existing desktop applications such as calendar, e-mail, and customer relationship management (CRM) programs.

Users enjoy hot desk roaming.

When moving from one end of the office to another the user simply plugs the IP phone into the data jack of their new work area. No programing is required.

Softphones and the video advantage.

The UC platform supports software based phones that can also integrate with your web cam. Imagine while working remote having your office phone extension available to you on your notebook or pc.

Session Initiation Protocol (SIP).

SIP is the industry standard for placing voice and video calls over the internet. SIP is a leading technology that translates into savings for your business.

Key Benefits

- *Cisco's UC is much easier to install and support than a standalone proprietary PBX or Keystone phone system.*
- *Easier to manage with a user friendly web based configuration interface.*
- *Eliminate phone system wiring. The UC system runs off your existing CAT 5 or 6 data network.*
- *Twice the phone system for half the price. No hidden costs.*
- *Eliminate vendor lock in. The UC is an open standard. You can mix and match hardware.*
- *The Cisco UC solution is a scalable platform. Adding more phones is simplified.*

Why IES Group?

IES Group has over a decade of experience implementing complex IT Solutions empowering quick real time information based decisions.