

Cisco Unified Communications Manager

Simplify voice and video, enable mobility, build productivity and improve collaboration with Cisco's unified call control platform.

Unified Communications Manager features:

- Unified Communications solution for telephony, video and collaboration for 100-30000 users at any number of locations.
- Modular options for voice mail, presence/chat, conferencing, contact center, and applications for mobile phones.
- mobile devices and tablets integration for telephony and Unified Communications
- Can be operated on virtual servers.
- Open interfaces and standard protocols for integration into existing IT environments, such as Active Directory, CRM.
- Secure, extensible and scalable solution.

Your benefits:

- Cost savings and flexibility through server virtualization and integration into your network environment.
- Advanced unified communications and collaboration features
- Mobilität – maximale Erreichbarkeit von Mitarbeitenden am Arbeitsplatz, im Home Office oder unterwegs.
- Improved customer satisfaction, and improved employee productivity.
- available as a system integration or as a managed UC solution
- Swisscom as a long-term oriented and competent partner.

Cisco UC Manager delivers the exceptional communications and collaboration capabilities you need.



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Facts & Figures

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Components

Platform	The Cisco UC Manager is a software-based IP communications solution. The application will run for virtualized implementations ideally on the new, high-performance Cisco Unified Computing Server (UCS).
Easy licensing	With the Cisco UC Manager all applications will be user based licensed, either as a single application with User Connect licenses or as a bundle with Workspace licenses With the UC Software Subscription (UCSS) is ensured that the solution can be easily kept up to date.
Network	Each location can be connected directly to the central UC Manager infrastructure over a wide Area Network (WAN). The Cisco UC solution integrates seamlessly into any Cisco network, reducing massively infrastructure and operating costs.
Availability	For highest availability, UC Manager can be operated redundantly across multiple geographically separate data centers. Local voice gateways can also be extended with the SRST feature (Survivable Remote Site Telephony) which will ensure business continuity for telephony even in case of a complete WAN failure.
Security	All the mechanisms that are used to protect the LAN can also be used to protect the UC Manager solution. The UC Manager also supports encryption, certificate-based authentication, integrated security agents and specially adapted features for UC Proxy on Cisco ASA Firewalls. Future more the UC Manager is operated on a hardened Linux OS, which increases the safety.
Terminal & Clients	A comprehensive portfolio of Cisco devices and clients are available, from simple analog adapters, comfortable IP phones with multimedia-capable screens to video and TelePresence systems. Depending on the requirements, various PC clients are available, from simple softphones, attendant console, video clients till unified communications client that combines all forms of communication with an easy-to-use interface (Jabber).
Openness	Cisco UC Manager supports a variety of industry standards. Any standard SIP phone can be connected. Traditional and existing telephone systems can be connected via QSIG to allow a smooth migration toward IP Telephony. Also integrations with unified messaging or UC solutions from Microsoft and IBM are available.
Extensibility	Easy applications add-on for different needs like unified messaging, contact center, fix-mobile integration, conferencing and collaboration via web or video etc.
Mobility	Cisco UC Manager provides free seating capabilities as a standard (Users can log in to any phone) or a simple fix-mobile integration with the Unified Mobility feature. Wireless phones allow wireless use of the solution with all the functions available on a desk phone. Additional extensions allow the use of all UC Manager features, whether in the fixed network, wireless, GSM network or internet.

Professional Services

Planning	Design a Cisco Telephony and Unified Communications solution tailored to the customer's needs. Project Management from the kick-off meeting for project initiation through to handover to the operation.
Conception	Creating the detailed plan on the basis of a customer workshops and the acquisition of all necessary customer data
Configuration	Setting up, staging and testing the system at Swisscom according to customer requirements.
Installation	Delivery the pre-configured system to the customer premises and integration into existing network and IT infrastructure
Training	Instructions to customer administrators and training of various user groups.

Operating Services

Operation	Full operation of your Cisco Unified Communications solution including system administration, user management, documentation and reporting.
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