

The logo graphic for Cisco Unified Communications Manager, featuring a series of concentric, overlapping circles in various colors (blue, green, yellow, orange, red, purple) that form a partial circular shape around the text.

Cisco Unified Communications Manager

Overview:

Cisco® Unified Communications Manager (CUCM) is fundamentally a feature-rich Enterprise IP communication system. As well as traditional telephony features, CUCM also provides new productivity-enhancing features such as Presence. Other features include:

- Scalability from 50 users on a single site to thousands of users over many sites.
- Provides different levels of resilience from fault tolerant hardware to high availability servers.
- Provides the underlying building blocks for many UC applications such as Video, Collaboration, Voicemail, Mobility, Contact Centre and many others.
- Provides your organisation with a gradual migration path from your existing legacy telephony platform.
- Allows integration with many other applications and services such as Intelligent Buildings, Management Platforms, DECT, Telemetry systems etc.

Reasons to have Cisco Unified Communications Manager:

By using the intelligence of the network for context and collaboration, your organisation can move with greater speed and agility. Employees, business partners and customers can connect in real time and conduct business across multiple work spaces.

There are many reasons why you might consider CUCM:

- Annual maintenance costs for your existing system are rising
- Integrating into your IP network can reduce the need for dedicated lines
- Running out of capacity on your existing PBX or looking for technologies to improve collaboration and productivity.
- You want to use new technologies such as Instant Messaging and Presence
- You want to extend your communications platform to remote or mobile workers
- You currently have to pay your telephony provider for additions, moves or changes to extensions and you want to be able to manage this in-house

Cisco Unified Communications Manager is the powerful call-processing component of the Cisco Unified Communications solution. It's a scalable, distributable and highly available enterprise IP telephony call-processing solution.

Features of Cisco Unified Communications Manager:

- **Reduced total cost of ownership** – As your needs evolve, CUCM will continue to meet them. Version 7.0 can help your organisation lower the total cost of ownership and improve the experience for end users and system administrators
- **An open system** – An open systems approach to developing CUCM enables the system to take advantage of a broader set of features from the Cisco Unified Communications solution components and other third-party products
- **Improved user experience** – Existing features supporting international dial plans and mobility are enhanced in CUCM 7.0 to meet a range of user needs

Cisco Unified Communications combines all forms of business communications into a single, unified solution for powerful new ways to:

- **Collaborate across companies and work spaces** – Secure unified communications help co-workers, partners, vendors, and customers collaborate using any combination of clients, applications, and devices
- **Accelerate decision-making and customer service cycles** – Unified communications improve productivity and help connect employees and customers with the information and expertise they need in real time
- **Innovate across the value chain** – Unified communications' capabilities embedded into work flows and business applications can transform business processes and increase customer satisfaction
- **Integrate applications** – Unified communications integrated with other applications allows workers to collaborate in real time using their favourite tools and software
- **Simplify your voice systems** – By replacing old PBX (private branch exchange) and key systems with unified communications, you can cut costs and dramatically streamline provisioning and maintenance
- **Build productivity** – With feature-rich unified communications that help workers spend less time chasing people, and more time being productive
- **Enable mobility** – With software that has embedded unified mobility capabilities so mobile workers can remain productive wherever they are
- **Improve collaboration** – With a click: start an Instant Messaging session, initiate a phone call, and establish a video-conferencing call more easily

Price:

Costs are dependant on your requirements and the solution proposed.

Further information:

Please call: 01993 885900 or 01691 672400.

Offices Worldwide

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