



Collaboration for Midsized Businesses Cisco Business Edition 6000

Agenda

- Today's Business Challenges & Priorities
- Cisco Business Edition 6000 & Enhancement Spotlights
- Key Takeaways
- Resources

The Workplace is Not a Place.



Mobile

Secure access to information and people from any device, anywhere

Social

Find expertise and information; enable proactive customer interaction.

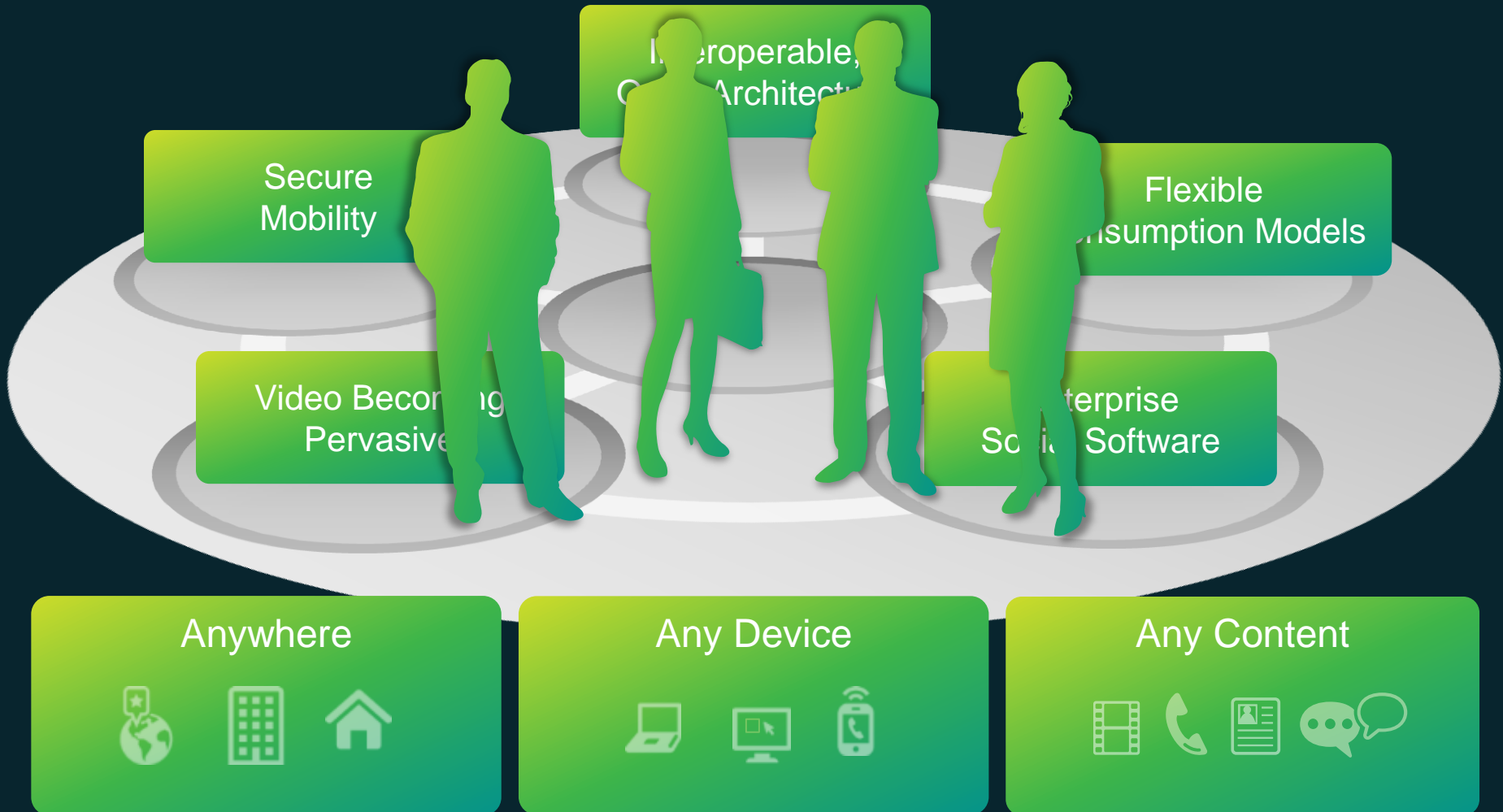
Visual

Enable high-quality interaction from anywhere, in real-time and offline

Virtual

Deliver agility and scale on demand; create rich media with VDI economics

How Is Cisco Improving Collaboration?



The Changing Workspace Experience.

Video



Social Media



Soft Client Proliferation



BYOD



Consumerization of Enterprise



Mobility



The New Collaborative Workspace.

Mobile, Social,
Visual, Virtual



Today's Business Priorities and Challenges.

Top-of-Mind Imperatives

Market Trends

- Voice, video, and data network convergence
- Outsourcing to Cloud Services to reduce cost
- Content and device explosion
- Increasingly dispersed workforce

Business Impact

- OpEx and CapEx management
- Interoperability and scalability
- Complex deployments

Personal Factors

- Work anywhere
- Device flexibility
- Trust at a distance
- Expertise and information on demand



Cisco Business Edition 6000 & Enhancement Spotlights

Why Cisco Business Edition 6000 for Your Business?

Complete

- End-to-end solution provides right-sized collaboration capabilities for every user; unrivaled in the industry

Affordable

- Right-priced, lowers TCO with server consolidation for reduced hardware footprint, power, and cooling

Simple

- Deployment flexibility streamlines operations and administration through unified provisioning and automated licensing

Interoperable

- Multiple Third-Party and legacy telepresence devices link seamlessly to form a true collaboration platform

Highly-Available

- Optional server offers redundancy and Survivable Branch (SRST) providing peace of mind

Scalable

- Easy upgrades, smooth migration path; ROI with agility and highest investment protection; grows with the pace of the company

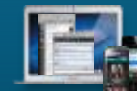
Sophistication Meets Simplicity

Advanced Collaboration Services

Unified Communication



Any Device Connectivity



Web Conferencing



Customer Collaboration



Telepresence



Voice Messaging & Paging



Mobility



Full-featured, Enterprise-Class Collaboration

Cisco Brings it All Together.

Industry-Leading Solution Supports
1000 Users, 50 Sites, 100 Customer Care Agents

Cisco Unified Communication Manager

For call control, native call queuing

Cisco Prime Collaboration

Provisioning, administration, management

Cisco Jabber

For instant messaging, presence

Cisco Unity Connection

For voicemail, automated attendant

Cisco Unified Attendant Console

For call routing, distribution



Cisco Business Edition 6000

on Cisco UCS® C220 M3S
Rack-mount Server Solutions

Two Model Options:

- ★ 8 UC / Collaboration, 1 Management, 2500 Devices
 - 4 UC / Collaboration, 1 Management, 1200 Devices
- Concurrently Support Multiple Applications

Cisco TelePresence® Video Communication

For H.323 interoperability, B2B

Cisco Paging Server

For point- to-point, group paging

Cisco WebEx Meetings

For conferencing, Cloud service

Cisco Unified Contact Center Express

For customer care

Cisco Emergency Responder

For emergency services

Cisco Developer Network (CDN)

For Third-Party, other Cisco UC ★
co-resident applications



★ Addition of New High-capacity Server Model, Supports 9VMs, 2500 Users, Third-Party and Cisco UC Applications

The Entire Organization is Mobilized.

Cisco Unified Communications

Delivers Richest Experience for Any User, on Any Device, from Any Location



WIRED



WIRELESS

- Work effectively, 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 clients for remote workers

Everyone Interacts How They Want.

Cisco IP and Client Portfolio

Basic Voice Communication

Cisco Unified SIP Phone 3900 Series



Business Communication

Cisco Unified IP Phone 6900 Series



Advanced Business Communication

Cisco Unified IP Phone 7900 Series



Advanced Professional Media

Cisco Unified IP Phone 8800 & 8900 Series



Advanced Collaborative Media

Cisco Unified IP Phone 9900 Series



Telepresence Desktop, Meeting Room, Endpoints

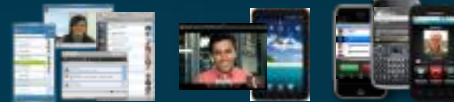
Cisco EX, MX, SX & CTS Series



Cisco Desktop Collaboration Experience DX600



Cisco Jabber on Any Device



New Unified IP Endpoints Introduced within the Last 2 Months

Employees Get Messages ... Their Way.

Cisco Unity Connection
Accelerates Business Processes and Employee Productivity



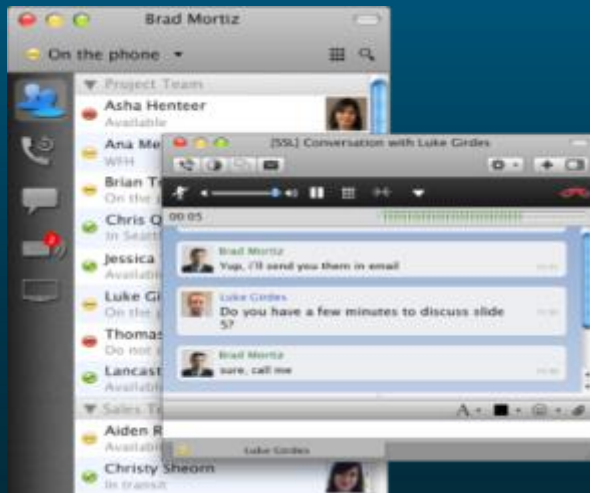
Robust Functions Deliver
Powerful Messaging

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

User Experiences Are Consistent.

Cisco Jabber

Secure Unified Presence, IM, Voice, Video, Messaging, Desktop Sharing, and Conferencing



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



All-in-One UC Application

- Presence, IM
- Voice, video, voice messaging
- Desktop sharing, conferencing

Collaborate from Any Workspace

- PC, Mac, tablet, smartphone
- On-premises and cloud
- Integration with Microsoft Office

Everyone Can Participate.

Cisco WebEx

Industry-leading, secure, web collaboration services provide compelling and consistent user experiences

- Meetings, instant messaging, and more
- Interoperable with Cisco Unified Communications
- Consistent, cross-platform experience
 - ✓ Windows, Mac, Linux, UNIX, Solaris
 - ✓ Support on mobile devices
 - ✓ Available in 13 languages



Everyone Gets Closer.

Cisco TelePresence

Face-to-Face Collaboration Anytime, Anywhere, and with Anyone

Reduce Overhead Costs



Business Benefits

- Reduce travel, real estate, general admin costs
- Maximize ROI
- Create more opportunity

Optimize Employee Time



Business Benefits

- Minimize business travel-related downtime
- Enhance teleworking capabilities
- Increase productivity

Speed Processes



Business Benefits

- Shorten sales/product cycles, time-to-market
- Improve supply chain efficiency
- Ensure less downtime

Transform Business Models



Business Benefits

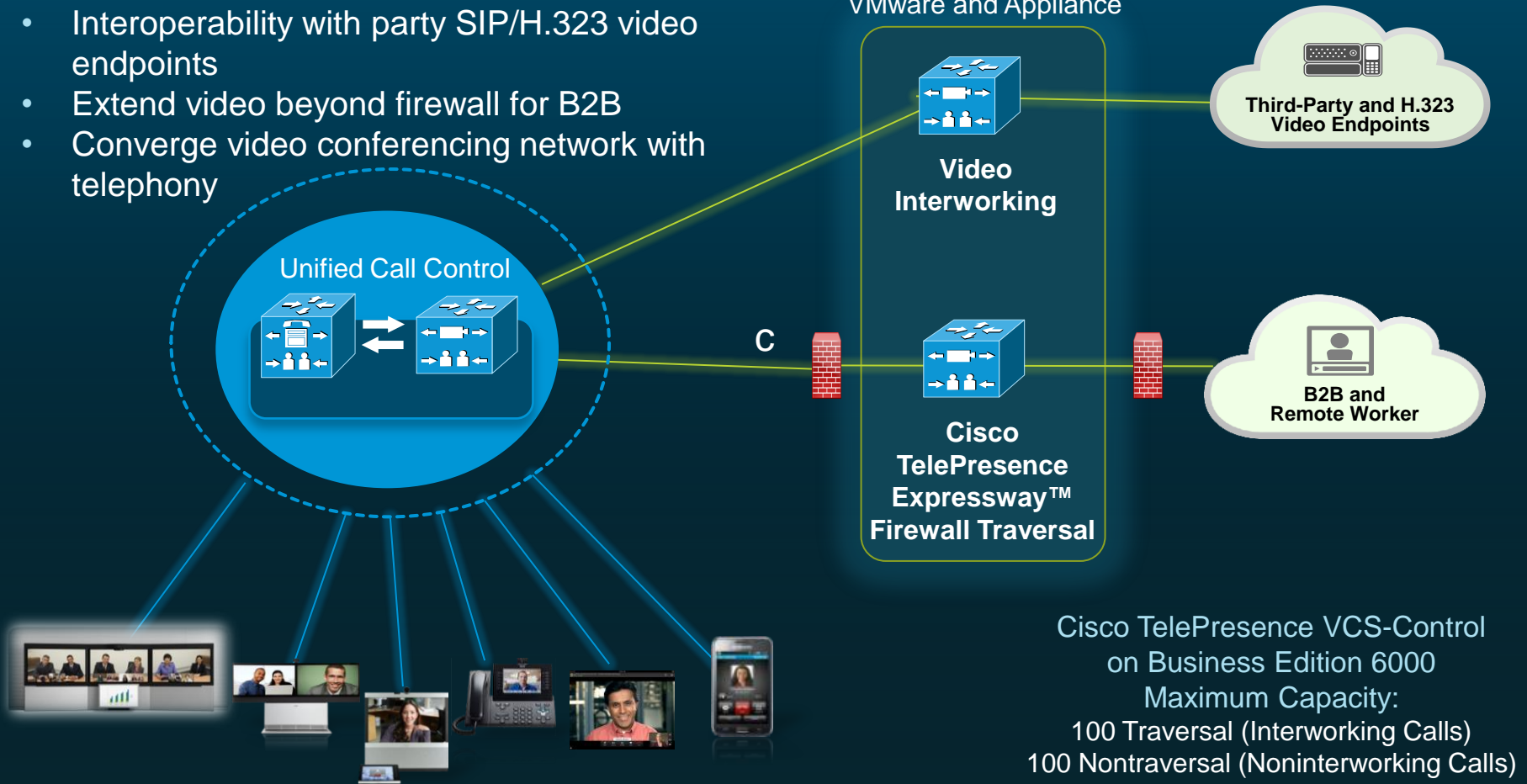
- Enable key change processes
- Scale expertise
- Enhance experiences and relationships

Comprehensive Video Portfolio for Any Type of Requirement

Video Investments Are Protected.

Integrated Video Interoperability

- Advanced video bundle at no cost
- License for 10 non-traversal, 5 traversal calls Enables -
- Interoperability with party SIP/H.323 video endpoints
- Extend video beyond firewall for B2B
- Converge video conferencing network with telephony



Cisco TelePresence VCS-Control
on Business Edition 6000
Maximum Capacity:
100 Traversal (Interworking Calls)
100 Nontraversal (Noninterworking Calls)

Customers Are Satisfied.

Cisco Customer Collaboration
Highly-secure, Available, Virtual, and Sophisticated Customer Interaction



- Easy to deploy and use
- Connect customers to company experts correctly the first time
- Accelerate call center productivity and interaction capabilities
- Increase employee satisfaction and retention
- Improves customer satisfaction and loyalty
- Choose a deployment option right for your customer care strategy

Low Entry Point for Growing Call Centers.

Cisco Unified Contact Center Express

- Ease of ordering with single, top-level SKU Single, includes appliance/OS entitlement
- Discounted 5, 10, 25 agent seat license bundles (Enhanced or Premium configurations)
- Available with both UCL and UWL bundles

Configurator Home [Get Saved Confgs](#) [LogOut](#) [HELP](#)

Configuration Details **Select Options**

CMBE6K-UCL [View My Selections](#)
Unified Communication Manager Biz Edition 6000 - Top Level
To add options, select item category on the left, then select options from the list displayed on the right. [Configuration Guidance](#) ON
Use the [Cisco Feature Navigator](#) for software selection assistance. [Enable Error Correction](#)

STEP 1: Select Item Category **STEP 2:** Choose Options and Select Desired Quantity Below

Category	Option	Price
Starter Bundle	None Selected	
Power Cable		
Add-on users		
Call Control Software Options		
Voice Messaging Software Options		
Messaging HA		
VMware		
	(1) BE6K-UCL-50USR	USD 17,395.00
	BE6000 UCS C200M2+VMW Hyp+50 Bas UCL+50 ADV VM	
	(1) BE6K-UCL-100USR	USD 22,995.00
	BE6000 UCS C200M2+VMW Hyp+100 Bas UCL+100 ADV VM	
	None Selected	
	(1) <u>CCX-85-5E</u>	USD 2,995.00
	Entitlement for <u>CCX 8.5 5 Seat Enhanced Bundle</u>	
	(1) <u>CCX-85-10E</u>	USD 7,895.00
	<u>CCX 8.5 10 Enhanced Seat Bundle</u>	
	(1) <u>CCX-85-10P</u>	USD 13,095.00
	<u>CCX 8.5 10 Premium Seat Bundle</u>	
	(1) <u>CCX-85-25E</u>	USD 22,395.00
	<u>CCX 8.5 25 Seat Enhanced Bundle</u>	
	(1) <u>CCX-85-25P</u>	USD 34,495.00
	<u>CCX 8.5 25 Premium Seat Bundle</u>	

Customer Collaboration Deployment Models.

Hunt Group



- Customer call is transferred to the next extension in the group until answered
- “lack of consistency required us to introduce a live person”

Attendant Console



- Customer call is answered by an attendant who directs the call with the help of a desktop GUI
- “We were losing sales from long hold times, and frequent call transfers”

Contact Center



- IVR self-service for account status
- Screen pop and CRM integration for centralized customer info
- Integrated reports reveal opportunities to improve the customer experience

Constant Access to Emergency Services.

Cisco Emergency Responder

- Automatically tracks IP phone location
- Provides emergency call routing instructions
- Identifies caller location to LECs and PSAPs
- Eliminates administration for IP phone relocation
- Supports emergency callback
- Alerts customer security personnel to emergency calls in progress
- Logs emergency calls and location record changes
- Business Edition 6000 integrates with CER on a separate MCS or UCS server



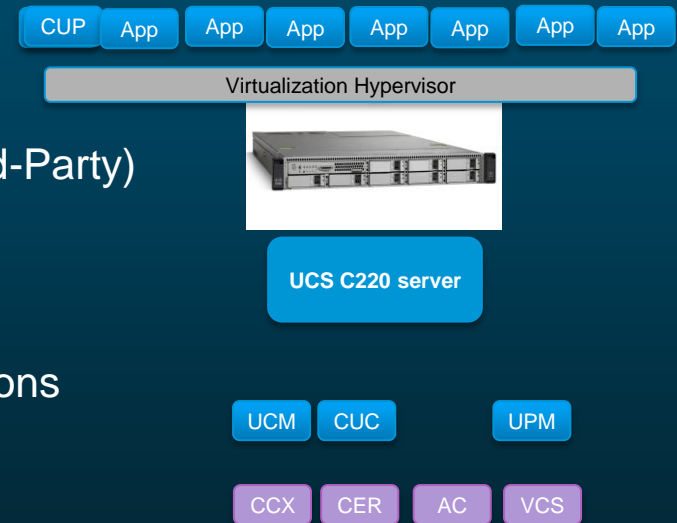
Enhancement Spotlights

High-capacity Server Option

New Additional Model

- Supports multiple applications
 - ✓ 8 UC/Collaboration applications (incl. up to 3 Third-Party)
 - ✓ 1 Management application
- Pre-loaded/installed software
 - ✓ VMWare, Core Applications and Optional Applications
- Packaged HW/SW bundle: BE6K-STBDL-PLS-K9=
- No change to: R-CBE6K-K9 – add-on to top level
- Discounted Bundle

Cisco Business Edition 6000 High-capacity



Cisco UCS C220 M3S Rackmount Server
16vCPU, 48G vRAM
8 Application VMs + 1 Management VM
Supports 1000 users

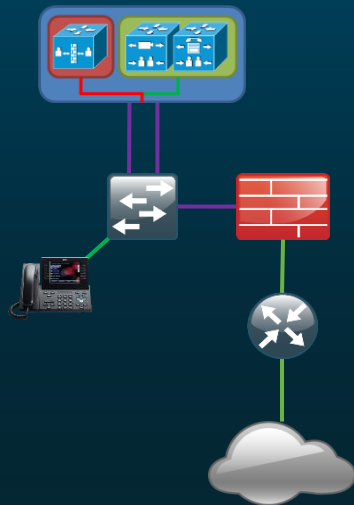
More Co-resident Applications Supported

Applications	Scale	vCPU	vRAM	vDisk	Distribution	Pre-loaded
UCM	1000 Users/2500 edpts	2	4G	1x80G	ISO & OVA	Yes
Unity Cn	1000 VMs	1	4G	1x160G	ISO & OVA	Yes
IM & Presence	1000 Full UC, IM and Presence users	1	2G	1x80G	ISO & OVA	Yes
CCX	100 Agents	2	4G	1x146G	ISO & OVA	Yes
Unified Prime Provisioning Manager BE - or- Prime Collaboration	1000 users	1	2G	1x80G	OVA	Yes
CUxAC	25 clients	1	2G	1x80G	OVA	No
VCS-C –and- VCS-E	100 Xversal/100 non traversal calls	2	4G	1x250G	OVA	Yes
Emergency Responder	1000 users	2	4G	1x80G	ISO & OVA	Yes
Paging Server	1000 users	1	4G	1x78G	OVA	Yes

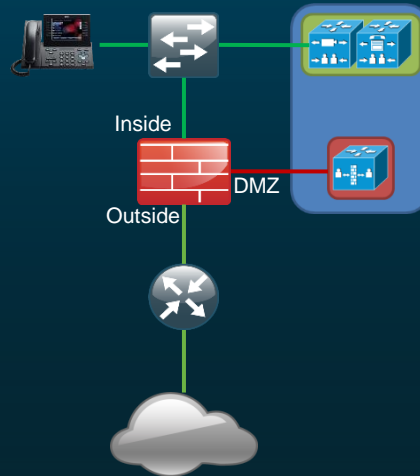
Spotlight: Advanced Video Co-residency

Cisco VCS-Control and Cisco VCS-Expressway Applications

Physical Topology



Logical Topology



vSwitch Configuration

Standard Switch: vSwitch1 Remove... Properties...

Virtual Machine Port Group		Physical Adapters	
DMZ External	1 virtual machine(s) VLAN ID: 30	vmnic1	1000 Full
BE6000 VCS-E		vmnic2	1000 Full
Virtual Machine Port Group			
Internal LAN	2 virtual machine(s) VLAN ID: 10		
BE6000 UCM			
BE6000 VCS-C			

VLAN Trunk to switch with NIC teaming

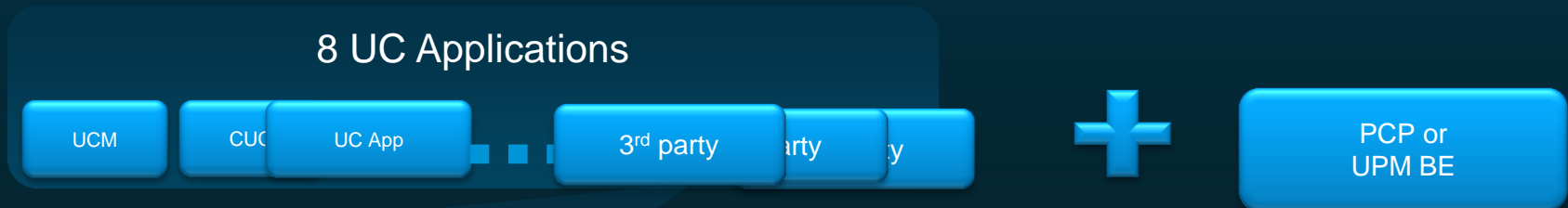
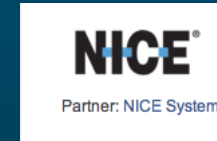
Connectivity Key: WAN External DMZ Internal LAN DMZ/Internal VLAN Trunk (No WAN)

Third-Party Application Co-residency.

- Third-Party applications supported on both Business Edition 6000 Models:
 - ✓ [CDN Collaboration Application](#)
 - ✓ [Solution Plus Collaboration Applications](#)



CLOUDLINK

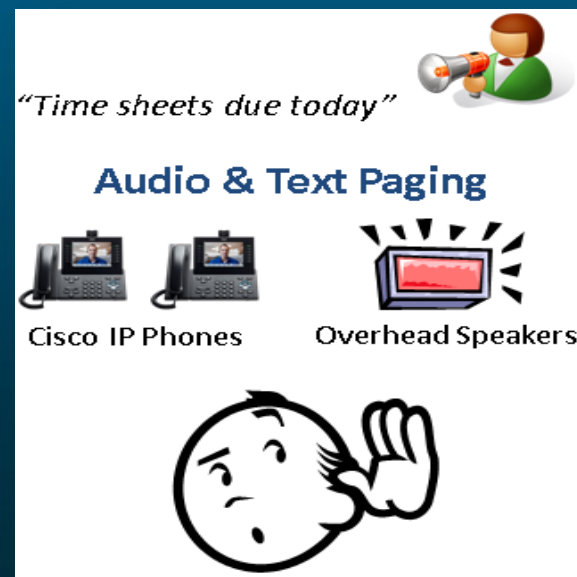


Allows for a maximum of 3 x Third-Party applications per server

Spotlight: Integrated Hybrid Paging Solution

Cisco Paging Server Point-to-point or Group Paging Between Cisco IP Phones

- New, innovative model - InformaCast paging provides customers with immediate functionality at no cost – available in 50, 250, 1,000 endpoint license options
- Basic Paging – ships standard, no license required
- Advanced Notification – optional upgrade with purchase of license
 - ✓ *Special Offer! 60-day trial of Advanced Notification is available on each InformaCast installation*
- Advanced Notification features provide a choice of license purchase:
 - ✓ Perpetual - SolutionsPlus
 - ✓ Annual Subscription - Singlewire direct



Web Conferencing Enhancements

Cisco WebEx Meetings Bundle Options

- Only 5 Cisco WebEx Meetings hosts minimum for order and renewal
- Maximum capacity of 25 participants per session
- Unlimited number of consecutive meetings per host
- Choice of 1, 3, or 5 year subscriptions @ 20% off Cisco Global Price List with purchase of Business Edition 6000 starter license bundle
- Integrated VoIP 1 year limited service included
- Renew subscriptions using regular Cisco Global Price List Product SKUs



Simple Administration and Management

Cisco Prime Collaboration Automates Provisioning, Administration, and Management

- User self-care portal to allow preference settings
- Single interface for provisioning of users and their voice service
- Batch provisioning
- Reverse synch with native interface
- Additional applications supported in future releases, including video
- Migration from Cisco Unified Provisioning Manager (UPM) 8.6
- Available from Product Upgrade Tool (PUT) with existing Cisco ESW contract



Key Takeaways

The Difference is Cisco.

Cisco Business Edition 6000

Complete, Affordable. Interoperable. Simple. Flexible. Scalable.

Integrated, Interoperable Solution, Lowers TCO, Speeds ROI

Simple to Install, Deploy, Manage, Administer, Upgrade

Scales with Business Needs, Growth, Strategy

Smooth and Easy Migration Paths, Processes

Innovative Features Roadmap, Ongoing Innovation

Great Resources!

Turning the Spotlight on Cisco Business Edition 6000!



It's time to bury that outdated telephony!
<https://communities.cisco.com/videos/10710>

Get more here: www.cisco.com/go/be6000
Talk to us: <http://cisco.com/go/be6ksupport>

Thank you!

Questions & Answers

Thank you.



Basic and Advanced Paging Options

Hybrid OEM Paging Solution

Comes pre-loaded in Cisco UCM 9.1 on Cisco Business Edition 6000 9.1 Systems

Basic Paging

No Cost, Unlicensed

- Point to Point and Group Live Audio Paging to / from Cisco Unified IP Phones
- Unlimited groups / zones of endpoints as configured by administration
- Maximum of 50 endpoint devices per group
- Paging between sites supported (*Multicast on WAN is required*)

Advanced Emergency Notification

*Optional, Licensed (60 day trial)

- Pre-recorded / scheduled broadcasts (*e.g., school bells / work shifts*)
- Notification to Cisco Jabber IM
- Notification to Social Media (*critical for Higher Education*)
- Communication with mobile / remote users
- Triggered notification to / from other systems; M2M input / output (*panic buttons, door locks, lights, etc.*)
- Integration to existing, overhead paging systems
- Text / audio to Cisco Unified IP Phones, other endpoints
- Broadcasts to IP speakers
- 911 / emergency calls

 *Get Prices from Singlewire's Online Calculator www.singlewire.com/quote_gen/quote_form.php

Coordinated Paging Support Structure

Customer Support Options

Basic Paging ONLY

- **Level I & II:** Customer contacts Cisco TAC
- **Level III:** Customer contacts Singlewire

60-day Advanced Notification TRIAL

- **All Levels:** Customer contacts Singlewire (no TAC involvement)

Advanced Notification License Purchased

- **All Levels:** Customer contacts Singlewire (no TAC involvement)

- Simple coordinated support structure
- Customers use intuitive UI to easily see their 'status'
- Partners/customers engage directly with Singlewire for Advanced Notification support

support@singlewire.com

Support for Export Unrestricted Images

- Current restricted US classification on images that ship with Business Edition 6000 is an impediment to sell to governmental and military customers in “export restricted” countries.
 - ✓ Delays inherent with obtaining export licenses
 - ✓ Product shipment verification requirement by US govt not acceptable for many customers
- Countries like Russia maintain import restrictions on encrypted software which prohibit BE6K from being sold in Russia.
- Starting May 2013, BE 6000 will have export unrestricted (XU) images preloaded.
- New part number BE6K-ST-BDL-XU= will be introduced.
- Ordering add-on licenses, upgrades and migrations stay the same