

BE6K Services

Collaboration services with Cisco Business Edition 6000

Companies that struggle to communicate or collaborate will find it difficult to succeed in today's global, fast-moving business climate.

As a Cisco Gold Partner, OneNeck® IT Solutions is uniquely qualified to help your organization implement and benefit from the latest collaborative solutions.

Using Cisco® Business Edition 6000 (formerly Cisco Unified Communications Manager Business Edition), you'll have access to premium voice, video, mobility, messaging, conferencing, instant messaging and presence, and contact center features on a single, integrated platform. The solution provides core communication capabilities that midsize businesses need for improved collaboration across their value chain.

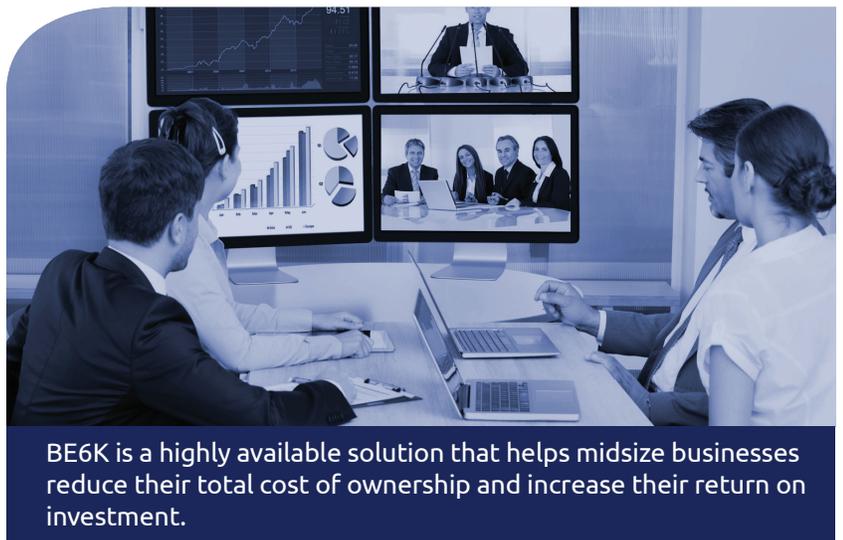
Enabled by virtualization technology, Cisco Business Edition 6000 (BE 6000) consolidates multiple collaboration applications in a highly available solution that helps midsize businesses reduce their total cost of ownership and increase their return on investment (ROI). It also features a flexible and scalable architecture that grows as your business grows.

Solution Components

This powerful platform delivers full-featured, enterprise-class communications and collaboration services that successful midsize businesses rely on today. Built on Cisco's world-class unified communications architecture, the BE 6000 solution offers a host of foundational and additional collaboration options that provide customers with the flexibility to build a customized solution to meet their specific needs.

- Cisco Unified Communications Manager software is the media-processing engine of Cisco Business Edition 6000, extending telephony features and capabilities to packet telephony network devices such as IP phones, media-processing devices, voice-over-IP (VoIP) gateways and multimedia applications. Additional services such as multimedia conferencing, collaborative contact centers and interactive multimedia response systems are made possible through Cisco Unified Communications Manager open telephony application programming interfaces (APIs).

- Instant Messaging and Presence with the Cisco Jabber™ messaging integration platform takes advantage of intelligence in Cisco networks and Cisco Unified Communications Manager to deliver highly secure, reliable, and high-quality communications. It creates a consistent experience across on-premise and cloud-based deployments, and uses industry standards to help ensure interoperability across Cisco and third-party solutions, on or off the corporate network.
- Cisco Unity® Connection transparently integrates messaging and voice-recognition functions to provide continuous global access to calls and messages. Its advanced convergence-based communication services allow you to use natural-language voice commands to place calls or listen to messages in hands-free mode and to check voice messages from your desktop, either through integration with your email inbox or by using a web browser. It also provides robust automated-attendant functions, including intelligent routing for incoming calls and easily customizable call-screening and message-notification options.
- Cisco Prime™ Collaboration Provisioning Business Edition provides automated processes for initial deployment and day-2 additions and changes. It significantly speeds deployments, reducing the ongoing costs and expertise required to manage the changes that occur after the network is operational. An administrator can configure policy at various levels that enforces Role-Based Access Control (RBAC) and enables delegation of management tasks. Through the use of simplified workflows and automated processes, it makes light work of provisioning and activation of subscribers, significantly reduces time to dial tone and practically eliminates errors.



BE6K is a highly available solution that helps midsize businesses reduce their total cost of ownership and increase their return on investment.



- Cisco Licensing (including Cisco Prime Licensing Manager [PLM]) makes usage and reporting simple. Cisco PLM provides a centralized, at-a-glance view of compliance and allows for redistribution of licensing among supported products. User licensing – based on user profiles – aligns with Cisco User Connect Licenses (UCL) and Cisco Unified Workspace Licensing (UWL) purchasing models.
- Cisco UCS® C220 M3 Rack Server is designed for performance and density over a wide range of business workloads from web serving to distributed database. The enterprise-class Cisco UCS C220 M3 Server further extends the capabilities of the Cisco Unified Computing System™ portfolio in a 1-rack-unit (1RU) form factor. With the addition of the Intel Xeon processor E5-2600 product family, it delivers significant performance and efficiency gains. It offers up to 256 GB of RAM, eight drives or solid-state drives (SSDs), and two 1 Gigabit Ethernet LAN interfaces built into the motherboard. It delivers outstanding levels of density and performance in a compact package.

Cisco Business Edition 6000 is:

- Affordable. The solution supports advanced communication and collaboration for up to 1,000 users, 50 sites, and 100 contact center agents.
- Simple. The integrated, single-server solution is easy to deploy, manage and maintain and fully supports five collaboration applications.
- Scalable. The solution grows at the pace of the company, with 99 percent investment protection of all hardware, software and licenses.

Collaboration Options

Collaboration options with the Cisco Business Edition 6000 are as follows:

- Advanced video with Cisco TelePresence® conferencing solutions enables simple session management and control of telepresence conferences. They provide flexible and scalable conferencing applications that can help organizations benefit from increased employee productivity and enhanced communication with partners and customers. The Business Edition 6000 Advanced Video includes co-resident Cisco TelePresence Video Communication Server (VCS-C) software and a license for five traversal and 10 nontraversal calls.

- Cisco Unified Contact Center Express supports up to 100 call center agents with agent-based service as well as fully integrated self-service applications by providing sophisticated automatic call distributor (ACD), interactive voice response (IVR), computer telephony integration (CTI), in addition to agent and desktop services on a single server. The Business Edition 6000 offers 5, 10, and 25 low-priced agent seat license bundles.
- Cisco Unified Attendant Consoles comprise four full-featured, software-based, attendant console applications. They are designed for mid-sized to large businesses and provide intuitive, efficient and personalized call handling for inbound calls, which enhance customer satisfaction and responsiveness.
- Cisco WebEx® web conferencing accelerates business results by making your web meetings more productive. This people-centric collaboration solution can enable team members to easily share information through any computer or mobile device. WebEx® conferencing allows people to attend meetings any time, from anywhere, inside and outside corporate firewalls.
- Cisco Emergency Responder helps assure that Cisco Unified Communications Manager will send emergency calls to the appropriate Public Safety Answering Point (PSAP) for the caller's location. The PSAP can identify the caller's location and return the call if necessary. The system automatically tracks and updates equipment moves and changes, helping ensure more effective compliance with legal or regulatory obligations, reducing the risk of liability related to emergency calls as a result.

Cisco Business Edition 6000 supports a maximum of five virtual machines (four core applications with Cisco Prime Unified Provisioning Manager Business Edition as the fifth) running co-resident on the Cisco UCS C220 M3 Rack Server. It supports full-featured redundancy for all the core applications over a WAN or LAN environment. And when implemented by your OneNeck team, it can help you improve communications and collaboration with co-workers, channel partners and customers, increasing efficiency up and down the value chain.

About OneNeck® IT Solutions

OneNeck IT Solutions LLC offers hybrid IT solutions including cloud and hosting solutions, managed services, enterprise application management, advanced IT services, IT hardware and top-tier data centers in Arizona, Colorado, Iowa, Minnesota, New Jersey, Oregon and Wisconsin. OneNeck's team of technology professionals manage secure, world-class, hybrid IT infrastructures and applications for businesses around the country. Visit oneneck.com.

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