Cisco Unified Communications Design & Build

City Capitalizes on Communication Upgrades

Communications are critical to all city operations and residential services. And a client's IT team was steadfast in addressing the challenges that they were facing. From an inadequate infrastructure and inefficient communication tools to increasing costs, the IT team's goal was to elevate services while taking advantage of their existing Unified Communications environment. We responded by upgrading their systems to a reliable, cost-effective Unified Communications solution that supports the city and its citizens while significantly lower future costs.

Over $160,000 Savings on support licenses due to consolidation.

Enhanced Team Collaboration with the addition of Cisco Jabber's anywhere, any device communication.

Healthy and Stable State running the latest Cisco UC platform versions on a highly available design.

Improved Productivity and Customer Experience by adding sophisticated customer interaction management.

CHALLENGE

- Upgrade of Cisco Unified Communications Manager software.
- Maintenance of Unified Communications servers.
- Make business case for hardware support licenses.
- Add advanced features and reporting capabilities.

SOLUTION

- Zones onsite services.
- Zones engineers and solution architects for proof of concept development and demonstration.
- Zones true-up services for support and server licenses.

RESULTS

- Over $160,000 savings on support licenses due to consolidation.
- Healthy and stable state running the latest Cisco UC platform versions.
- Enhanced communication features and management capabilities.

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THE CHALLENGE

Citizens reach out to city offices on a daily basis expecting easy and quick accessibility to services. That puts the city's IT team in the challenging position of keeping a communications network going that optimizes the citizen experience and supports city employees on a tight budget.

The City was running a Cisco solution that was providing a reliable Unified Communications network. But the IT team was encountering some challenges with their UC network. So it was time to do some maintenance and consider expanding organization's UC capabilities.

On the project list was:

- Upgrade Cisco Unified Communications Manager software.
- Repair one of the installed Unified Communications server.
- Make the business case for hardware support licenses.
- Add additional Automatic Call Distribution features.

THE SOLUTION

To demonstrate the solution's capabilities, Zones conducted a Contact Center Express and Jabber Instant Messaging proof of concept.

- Zones installed and configured Cisco Instant Messaging and Presence server and performed an integration with Cisco Unified Communications Manager for a Jabber deployment.
- Cisco Jabber for Windows and IOS was tested for features such as: Instant Messaging, group chat, Presence, Outlook integration, contact search, Phone control, screen share/screen control, and voice and video calls.
- Zones installed Cisco Unified Contact Center Express (UCCX) v11 and configured three test applications to demonstrate the ACD and reporting capabilities. Cisco Finesse Desktop agent and supervisor were leveraged for contact center agent and supervisor tasks.

One of the project's objectives was to demonstrate the cost savings the City could realize by leveraging the support and server licenses offered through Cisco. The Zones account executive and solutions architect worked with the Cisco Account Management team to true up and rationalize UC support and server licenses. The team then went through a licenses rationalization that allowed the City to have a better understanding on the procured and owned UC licenses and how they tie to UC users.

The flexibility and agility of their Cisco platform allowed the city to add new features and reporting functions.

THE RESULTS

The updated communications network now provides a solid foundation for highly available employee and citizen services. Additionally, when the Zones team finished consolidating and negotiating for the Cisco Smart Net services, the City realized over $160,000 in savings, and can rest easy knowing they will have ongoing expert maintenance and support of their UC infrastructure.

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