Cisco IP Communications Express: Cisco Unified Callmanager Express with Cisco Unity Express

Cost-Effective IP Communications Solution for the Small Office

Cisco® Unified CallManager Express provides call processing for Cisco Unified IP phones. Cisco Unity® Express offers voicemail and automated-attendant capabilities for IP phone users connected to Cisco Unified CallManager Express. The voicemail and automated-attendant capabilities are fully integrated into the Cisco access router using a network module or advanced integration module (AIM). With this solution, the Cisco portfolio of access routers delivers features similar to those of a key system or hybrid private branch exchange (PBX) plus the rich data and routing capabilities expected on the new Cisco integrated services routers designed specifically for voice services and the award-winning Cisco multiservice access routers that many organizations already have deployed in their networks. Customers can now deliver unified communications to their small sites and branch offices with a solution that is very simple to deploy, administer, and maintain. Cisco Unified CallManager Express with Cisco Unity Express provides customers with a cost-effective, highly reliable, feature-rich solution for an office deployment of up to 240 users.

Cisco Unified CallManager Express extends the benefits of IP communications and "enterprise-like" capability to the small office on a Cisco router:

- Reduces total cost of ownership (TCO) by delivering voice and data on a consolidated infrastructure
- Complements the end-to-end Cisco IP Communications portfolio by cost-effectively extending IP telephony support to the small-business telephony market
- Offers simple configuration and deployment for enterprise customers who are familiar with Cisco infrastructure
- Takes advantage of Cisco data expertise, market leadership, and industry-standard Cisco IOS® Software
- Enables flexible configuration and management using familiar Cisco IOS Software command-line interface (CLI) or a Web-based GUI
- Supports converged applications, including content networking, video, quality of service (QoS), firewall, VPN, DSL, Ethernet, and Extensible Markup Language (XML) services
- Provides 100-percent investment protection for customers evaluating IP telephony if they choose to migrate to a centralized Cisco Unified CallManager architecture

Segment and Industrial Market Targets

Enterprise

- Enterprises with multiple autonomous remote sites or branches, with up to 240 users per site that have telephony and data connectivity needs
- Enterprises that want decentralized call control because of bandwidth constraints or other considerations
- Enterprise retail customers looking for a distributed call-processing solution without dependency of WAN link or limited features available when in Survivable Remote Site Telephony (SRST) mode

Enterprises evaluating a Cisco Unified CallManager deployment can use Cisco Unified CallManager Express and Cisco Unity Express solutions to evaluate unified communications at a limited number of small locations and then migrate to a Cisco Unified CallManager solution with 100-percent investment protection. The Cisco integrated services or access router becomes a high-availability voice gateway offering SRST through a simple configuration change. Cisco Unity Express is supported in both Cisco Unified CallManager and Cisco Unified CallManager Express networks, so a customer's investment in Cisco Unity Express is also protected.

Commercial

- Small and medium-sized businesses (SMBs) with up to 240 users per site that want to take advantage of the inherent benefits of an IP telephony system and need or have a Cisco router for data connectivity and Internet access
- SMBs looking for a quick and easy way to install an IP telephony solution from Cisco that does not require a server-based solution for call processing

Service Provider

- Service providers that want to add incremental revenue for data-managed services; service providers can deliver IP telephony on the same Cisco access routers they currently use to provide managed data services

Service providers selling managed Cisco Unified CallManager services can use Cisco Unified CallManager Express as an evaluation and sales tool to familiarize customers with IP telephony.

Industrial Markets and Targets

- Retail
- Insurance
- Financial services
- Education
- Healthcare and medical
- Legal
- Manufacturing
- Federal and local government agencies

Table 1 lists the features and benefits of Cisco Unified Communications Express.

Table 1.   Features and Benefits of Cisco Unified Communications Express

Cisco Unified Communications Express Features	Benefits
Single platform to manage and maintain	A single platform translates to reduced operating costs. The portfolio of Cisco access routers provides industry-leading features such as robust QoS, network security, encryption, and firewall, and offers new network modules that deliver content networking, enhanced VPN services, and a variety of other capabilities to address branch and small-office business needs. Now these routers can also deliver integrated IP telephony, voicemail, automated-attendant services, and basic automatic call distributor (ACD), allowing customers to deploy a single platform to address all their business needs, simplifying management, maintenance, and operations, and resulting in a lower TCO.
Interoperability with Cisco Unified CallManager and Cisco Unity Unified Messaging	Customers can deploy mixed call-processing platforms and voicemail and automated-attendant solutions; Cisco Unified CallManager, Cisco Unity Unified Messaging, or Cisco Unity Express link all sites across the WAN with full integration. Voicemail messages can be shared between Cisco Unity and Cisco Unity Express sites using Voice Profile for Internet Mail (VPIM)-based networking.
Easily replicated solution	The solution provides consistency across all locations. With one platform and configuration replicated across many sites, network administrators can greatly reduce the complexity of their environments.
Desktop applications	Cisco Unified CallConnector delivers easy-to-use call-control and presence features that can increase productivity and enhance communications. It uses toolbars within common applications such as Microsoft Outlook and Internet Explorer, providing transparent desktop integration and new and easy ways to work smarter and faster.
Small form factor	A small form factor saves valuable space in retail environments—a single platform can replace several standalone solutions.
Support for applications	XML enables a wide variety of productivity-enhancing applications for end users.
Reduced moves, adds, and changes effort and cost	IP telephony lowers the complexity and human intervention often required for traditional telephony moves, adds, and changes.
Support for IP telephony architecture on-net calling	This support enables companies to save money on toll charges by routing their intersite calls over their QoS-enabled WAN.
Robust set of commonly used telephony features	Small offices have different workflows, and they require specialized features to support their work practices. Cisco Unified CallManager Express can be configured to deliver commonly used key system or low-end PBX-like features for the small office.
Centralized provisioning and monitoring, and remote maintenance and troubleshooting	This feature allows users to configure and administer their entire voice and data network from a central location, as well as allowing monitoring of the systems using centralized tools. IP connectivity to the systems also allows for remote troubleshooting and problem resolution—enabling significant savings in network operations and maintenance costs.
Built-in voicemail	• Cisco Unity Express on an AIM provides up to 14 hours, and the network module provides 300 hours of voicemail storage, from 4 up to 16 concurrent sessions, 12 to 250 and 25 general delivery mailboxes, along with a suite of commonly used voicemail features, including distribution lists, broadcast messages, and voicemail message sharing between Cisco Unity Express and Cisco Unity sites. • Users get started with voicemail by using the complete yet concise telephone-user-interface (TUI) tutorial. It takes the user step by step through the mailbox setup process, minimizing the need for administrator intervention or assistance, thereby saving both time and money. • Voice messages are sent to a user's Internet Mail Access Protocol (IMAP) desktop e-mail inbox, taking advantage of the existing messaging infrastructure and IMAP e-mail clients. Cisco Unity Express desktop messaging access provides simple, native access to voicemail from virtually any e-mail client—giving continuous and global access to messages. • Cisco Unity Express with VoiceView Express is a convenient and faster "visual" alternative to TUI; with this interface users can access and manage messages and mailbox settings using the Cisco IP phone display and soft keys. Cisco Unity VoiceView Express improves employee productivity by providing quick visibility into voice mailboxes, helping users better manage their day-to-day tasks.
Built-in automated attendant	Cisco Unity Express includes a full-featured, customizable automated attendant with the following important features; 5 different automated-attendant greetings, dial-by-name, dial-by-extension, one-key dialing, multiple menu levels, holiday schedules, business hours, zero out to alternate phone number, and return to operator. These robust capabilities simplify self-service for callers by allowing them to quickly reach the right person with or without operator assistance.
Cisco Unified CallManager Express License upgradable to SRST	The upgradable license offers investment protection and ease of upgrade to centralized call-processing solutions. A system with Cisco Unified CallManager Express can be converted to a highly available, robust voice gateway at a remote site in a centralized Cisco Unified CallManager deployment architecture. This flexibility helps ensure full and risk-free investment protection to successful businesses that might outgrow the system capacity of 240 users.

Table 2.   When and Where to Sell Customer Requirements

When to Sell—Customer Requirements	Where to Sell—Customer Candidate Requirements
Cisco Unified CallManager Express is designed for an office of up to 240 users who need data-routing capability and want to enable telephony features, including voicemail and automated attendant on the same router.	
"When-to-Sell" Triggers Include: • Customers who have key systems or PBXs that are reaching the end of life or lease expiration • Customers who want to consolidate and integrate network services onto a single device and want that device or platform to be capable of supporting a multitude of business requirements • Customers who are looking to reduce operating expenses through standardization, central management and provisioning, improved employee productivity, reduced effort and cost of moves, adds, and changes etc. • Customers who are expanding and adding new offices • Customers who are moving locations • Customers who are consolidating or restructuring • Customers who are planning an upgrade of their voice network • Customers who are planning an upgrade of their data network • Customers who are interested in IP telephony but are uneasy about committing to a large initial investment	• Requires less than 240 phones • Has or needs router (WAN or VPN Internet) • Needs voicemail and has an available network module or AIM slot for Cisco Unity Express on the Cisco 2600XM Series, Cisco 2800, Cisco 2691, Cisco 3700, or Cisco 3800 Series Router • Desires distributed call processing at each location to minimize WAN bandwidth or QoS engineering requirements • Wants key-system or PBX-hybrid type features • Requires an automated attendant or basic ACD function • Does not require more advanced voice applications, including: Cisco Unified Contact Center, Extension Mobility, Cisco Conference Connection, or Cisco Personal Assistant

Why Cisco Surpasses the Competition

- Market leadership—20 years of experience and expertise in IP innovation

- End-to-end solution—The only all-in-one, office-in-a-box solution for SMBs or branch-office locations: Switching, routing, call processing, automated attendant, voicemail, conferencing, voice gateway, Power over Ethernet (PoE), and more

- Industry-leading security and reliability

- World-class service and support

- Industry-leading investment protection for future growth

For More Information

For more information about Cisco Unified CallManager Express, visit http://www.cisco.com/go/ccme.

For more information about Cisco Unity Express, visit http://www.cisco.com/go/cue.

Send questions by e-mail to access-ccme-cue@cisco.com.

These solutions are orderable by Cisco IP Communications Express Specialization, Cisco IP Communications Specialization, or Cisco IP Telephony Revised Partners only.

The Cisco Unified CallManager Express license includes a no-cost upgrade to SRST.

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at **www.cisco.com/go/offices.**

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