

SUCCESSFUL UNITY MIGRATION HELPS CISCO CUT COSTS AND STREAMLINE VOICE & DESKTOP MESSAGING GLOBALLY

A phased approach helps Cisco successfully migrate from legacy phone system to IP-based Cisco Unity

By summer 2004, Cisco had developed a compelling business case for migrating its global Avaya Octel voice messaging system to a Cisco Unity voice and desktop messaging solution across the global Cisco network. The strategy reflected Cisco's long-term commitment to converge the network delivery of voice, video, and data with IP telephony to form a complete IP Communications solution. As proposed the project would be the largest Cisco Unity deployment ever undertaken, affecting over 35,000 employees.

Business Benefits

- √ Reduced telecom hardware & management costs
- √ Unified voice, email and fax messaging for end users
- √ Global standards & procedures
- √ Robust IP-based messaging services

“Challenges of a user migration can be successfully overcome if they are identified and planned for in advance.”

*-- Bernadino Caro,
Program Manager*

But with so many Octel systems distributed globally, the Cisco transition team knew that it would take time to migrate users from the Octel systems in the distributed locations to the Cisco Unity systems in centralized data centers. “We had to have a migration strategy that would allow messages to be sent between the Cisco Unity and Octel subscribers and that minimized disruption to our senior staff and other employees who frequently use networked voice messaging,” said Bernadino Caro, program manager for the Cisco Unity.

Because a “flash-cut” approach was not deemed feasible, the team used the Cisco Unity Bridge during the three phases of migration.

- Phase one: The team focused on the largest sites in the EMEA and Asia-Pacific regions, and it simultaneously cut over the San Jose and Research Triangle Park campus locations (or about 18,000 users) over one weekend.
- Phase two: Migrate all sites outside the United States.
- Phase three. Migrate remaining sites in the United States.

Cisco employees worldwide now access one message center for all their messages.

The Unity Program team frequently tested the Cisco Unity system to ensure that systems and processes were working as designed throughout the migration. Cisco IT developed a Web-based configuration audit tool to quickly check configuration settings verify patches.

Case Study: http://www.cisco.com/web/about/ciscoitwork/case_studies/ipmessaging_dl4.html

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