

Cisco Unity—Truly Unified to Simplify Administration and Lower Costs



A communications server, like any addition to your IT infrastructure, is a critical investment. It should improve your organization's ability to communicate, enhance responsiveness to customers, maximize employee productivity, and be as easy and cost-effective as possible to install and support.

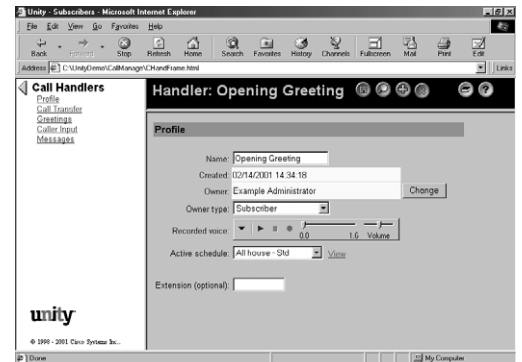
Cisco Unity™ delivers it all. Cisco Unity is a powerful Unified Communications server that provides advanced, convergence-based communication services—such as voice mail and unified messaging—your company needs on a platform that offers the utmost in reliability, scalability, and performance.

Cisco Unity's server architecture is truly unified with your data network, minimizing installation, administration, and maintenance costs. Built on a platform that can scale to meet your organization's needs as it grows, Cisco Unity also uses streaming media and an intuitive browser-style system administration interface that makes life easier for the people who install and support your system, ultimately lowering your organization's total cost of ownership.

Built for Convergence

Cisco Unity is designed for an IP environment. With IP, it's less expensive for you to deploy a comprehensive communications solution because you have a single network for both voice and data. Cisco Unity is the ideal IP telephony solution since it supports both Cisco CallManager and leading legacy telephone systems—even simultaneously—to help you transition to IP telephony at your own pace and protect the investment you have in existing infrastructure.

Figure 1 The Cisco Unity browser-based administration interface gives IT staff quick and easy access to system settings, allowing them to designate subscriber options and perform routine maintenance tasks from any networked PC.



As an integral part of the Cisco Architecture for Voice, Video and Integrated Data (AVVID) environment, Cisco Unity complements the full range of Cisco IP-based voice solutions by providing advanced capabilities that unify data and voice. Also, because it's designed for a converged network, Cisco Unity provides a solid foundation for rolling out future convergence-based communications services, such as real-time desktop call control.

Simplify Administration, Reduce Costs

Cisco Unity's components extend the power of your Microsoft Exchange server. This eliminates the inefficiencies and limitations imposed by multiple and "integrated" messaging systems and simplifies the way you access and manage your system. Cisco Unity uses Exchange's message

store and directory services to unify your system administration, collecting all messages in a single store and providing you with a single address directory service.

By sharing a single directory with the data network, Cisco Unity eliminates the redundancy of user account information maintained by various applications—such as e-mail and voice mail systems. Cisco Unity also saves you hours of time in initial installation with a feature that imports the Microsoft Windows NT or Exchange accounts directory to create subscriber lists automatically. With Cisco Unity's unified approach, all messages are centrally stored, administered, and controlled, which dramatically reduces the amount of time spent on support and maintenance, and minimizes the traffic on your LAN.

Cisco Unity takes full advantage of such powerful Exchange features as digital networking, automatic message replication, message rules, foldering, and Inbox Assistant support. Through Exchange's e-mail gateway services, Cisco Unity can also work with e-mail clients that support SMTP/MIME, POP3, or IMAP4.

Built from the ground up using native NT technology, Cisco Unity leverages NT's multi-tasking and multithreading capabilities, allowing multiple applications to run on a single platform and more efficiently share system resources. Cisco Unity also capitalizes on NT's exceptional level of nonstop reliability, ensuring that you receive years of continuous, fault-tolerant operation with minimal maintenance and downtime. Cisco Unity's unique use of NT system and networking tools provides a powerful yet easy way for you to monitor, update, and administer system resources. Cisco Unity also supports Windows 2000.

An Easy-to-Use, Browser-Style Interface

Cisco Unity features an award-winning graphical interface that gets users up and running as quickly as possible, resulting in greater productivity for your organization. Moreover, Cisco Unity simplifies system administration with its embedded Microsoft Internet Information Server (IIS), single message store, and single directory service, providing superior performance and reliability. In addition to housing data in a central store, administration tasks can be handled conveniently from a Web-based system administration console that IT staff can access from any PC using Internet Explorer.

Cisco Unity's system administration console minimizes the complexity of NT and Exchange so you don't have to be a Microsoft Certified Systems Engineer (MCSE) to administer the system. Furthermore, the interface, which integrates with NT through the use of snap-in HTML, allows Cisco Unity to be configured and monitored from anywhere on the Internet using Internet Explorer instead of proprietary Windows-based interfaces.

Localizations for International Customers

Cisco Unity is localized to meet the needs of customers around the globe. Fully localized versions are available in multiple languages—including Dutch, four dialects of English (Australian, New Zealand, U.K., and U.S.), French, German, Norwegian, and Spanish—and, depending on the language, feature everything from system prompts and subscriber conversations to the browser-based administration consoles and product documentation in the customer's language of choice. Cisco Unity also supports multiple languages on a single system, giving you the ability to meet the individual needs of your employees.

Digital Networking Capability

Cisco Unity's optional digital networking module enables the system to connect to other Cisco Unity servers at the same site via the LAN, or remote sites using a WAN or the Internet. Digital networking makes communicating with coworkers at remote locations fast and efficient by giving staff the ability to send subscriber-to-subscriber messages anywhere in the world.

Cisco Unity Service and Support

A successful Unified Communications solution requires your technology to be aligned with your business strategy. Cisco works with organizations to bridge the gap between their technology investment and their business goals—ensuring total alignment. From planning and assessment to post implementation audits, our enterprise services take a holistic approach by focusing on technology, people, and processes. The result—customers who are able to utilize their Cisco Unity solution to full capacity and be confident that their business objectives will be achieved.

Whether delivered directly by Cisco or through an ecosystem of best-of-breed service partners, Cisco provides strategic and consultative service and support that maps to each stage of the solution lifecycle: Planning, Design, Implementation, and Operation (PDIO). The Cisco service portfolio helps resellers and end users supplement expertise gaps, optimize technology, and maintain unparalleled uptime and performance.

Cisco Unity Features

- Delivers advanced voice mail and powerful unified messaging in a unified environment.
- Designed for convergence, Cisco Unity provides optimum scalability, reliability, and performance.
- Leverages your communications infrastructure investment by integrating with Cisco CallManager and leading legacy telephone systems—even simultaneously—paving the way for a smooth transition to IP telephony.
- Easy-to-use browser-based system administration interface enables maintenance from any PC on the network, saving time, expense, and effort.
- True unified architecture allows IT staff to set one back-up procedure, one message storage policy, and one security policy.
- Superior component-based server architecture provides a solid and flexible foundation for future growth.
- Intuitive browser-based system administration console and tools simplify installation, maintenance, and daily use.
- Browser-based personal administrator allows IT staff to enable end users to manage more of their own accounts, saving time and decentralizing routine administration.
- Innovative use of streaming media provides efficient audio delivery.
- Fault-tolerant system tools include robust security, file replication, event logging, and optional software RAID levels 0-5.
- International product offering fully localized versions in multiple languages—including Dutch, four dialects of English (Australian, New Zealand, U.K., and U.S.), French, German, Norwegian, and Spanish—and, depending on the language, feature everything from system prompts and subscriber conversations to the browser-based administration consoles and product documentation in the customer's language of choice.



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