Cisco Collaboration Insights
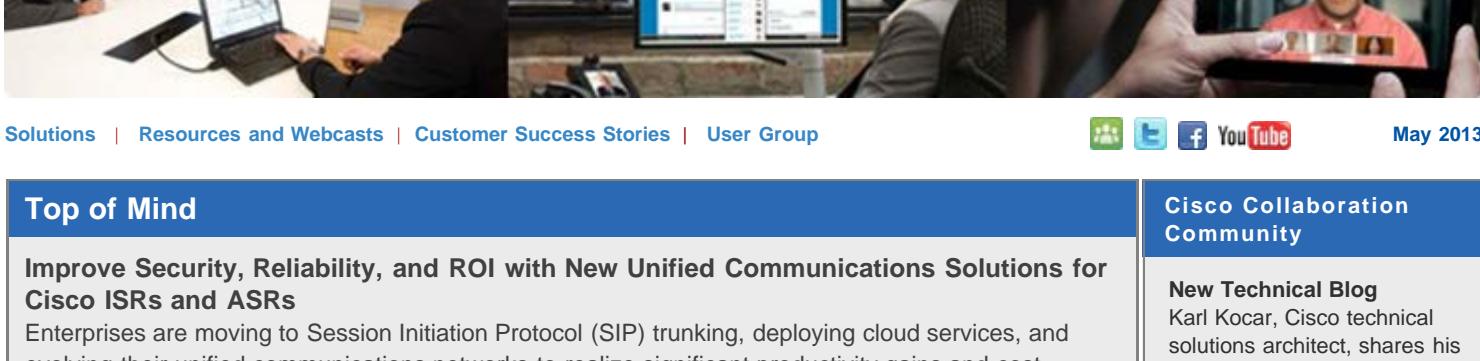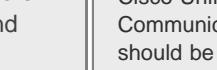
Solutions | Resources and Webcasts | Customer Success Stories | User Group   May 2013

Top of Mind

Improve Security, Reliability, and ROI with New Unified Communications Solutions for Cisco ISRs and ASRs
Enterprises are moving to Session Initiation Protocol (SIP) trunking, deploying cloud services, and evolving their unified communications networks to realize significant productivity gains and cost savings. Your existing Cisco Integrated Services Routers (ISRs) and Aggregation Services Routers (ASRs) with new Cisco® Unified Communications capabilities provide the flexible architecture and features that enable you to pursue these growth opportunities while increasing your return on investment (ROI).

You also can take advantage of new capabilities in Cisco ISRs and ASRs to protect your network and contact centers from the latest in network threats by pairing them with another powerful unified communications solution, SecureLogix's voice policy and security applications.

Join us for this live technical briefing series with Q&A on May 29 and June 4 to learn about these unified communications capabilities and solutions on the Cisco ISRs and ASRs. In the first briefing on May 29, get an update on these new capabilities and learn best practices for designing your Cisco Unified Communications and Collaboration architecture to benefit from these enhancements. In the second briefing on June 4, discover recent network threats and how to effectively protect your network against them.
Learn more and register now

Collaboration Solutions Spotlight

A Smart Desk Phone? It's Here Today and It's from Cisco
Check out this video introducing the Cisco Desktop Collaboration Experience DX650—the industry's first smart desk phone for business.
View Video
Learn More

Cisco Continues Mobile Innovation with Updated WebEx Meetings for Android App
Mobile collaboration is growing, and Cisco WebEx® meeting applications are leaders in this space. Learn more about the major WebEx® 3.0 release for Android in our new blog entry.
Read Blog

Cisco TelePresence TC 6.1 Software Update
The Cisco TelePresence® TC 6.1 software update is now available. TC 6.1 merges feature sets together in one release that will run on all Cisco TelePresence System C, Profile, MX, SX, and EX Series endpoints.
Read Blog

Accelerate Collaboration in the Cloud Video
You understand how important collaboration is to your business. See how cloud-based collaboration can empower your people to engage and innovate so your organization can be more flexible, agile, and efficient.
Watch Video

Spotlight on Video and the Cisco Business Edition 6000
Learn more about the Cisco Business Edition 6000 (BE 6000), an integrated communications solution, in this video. The BE 6000 is perfect for any business that needs full communications functions in a simple-to-deploy and -use package.
Watch Video

TechWiseTV: Video Collaboration Demystified
Join Cisco experts and learn how to make video easier to use and more accessible. Cisco offers some of the most unique and powerful tools for doing this right, but how well do you understand what is available and how to deploy?
Watch Video

Midsize Organizations Save Now to Migrate to the Cloud
For organizations with 500 employees or fewer in the United States, migrate to cloud-based collaboration using this promotion from a certified partner offering a Cisco Powered cloud service. Available only until June 30, 2013.
Learn More

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New Resources and Webcasts

New Podcast: Mobility in the Contact Center
Listen as John Hernandez discusses practical solutions to the growing challenge of providing efficient service to the mobile customer with industry analyst Paul Stockford of Saddletree Research.
Listen Now

Live Webcast Event on June 6 on Organizational Network Analysis: An X-Ray of Digital Communications Pathways
Join us June 6 and learn how you can use ONA to understand how your organization collaborates and identify new pathways to achieve business goals.
Register Now

New Collaboration Services Overview Brochure Now Available
Download this new brochure for a comprehensive overview of Cisco Collaboration solutions that span a wide variety of technologies—all with mobility in mind—and learn how it can help you achieve your organization's collaboration vision.
View Brochure

Workshop: Video Deployment Made Simple
No matter where you are and your IT team might be in your video deployment journey, you will not want to miss this workshop. Host Jimmy Ray Purser and a panel of networking experts discuss the considerations and approaches for taking full advantage of video collaboration in the enterprise. Watch now.
Register for Workshop

Ways IT Deals with the Cloud
View insights into IT management during and after cloud adoption and tactics and solutions that IT should consider by watching the D+M Group and the City of Charlotte share their strategies with hosts Cisco Senior Vice President Sheila Jordan and Vice President and General Manager Eric Schoch.
View Video

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Customer Success Stories

New Cisco Prime Collaboration Case Study
Learn about CDW's deployment of Cisco Prime™ Collaboration and how the company is training field engineers to conduct customer deployments of the two modules of the solution, Provisioning and Assurance, to increase its ROI and enable more organizations to enjoy the benefits of unified communications.
Read Case Study

Scale Users Up and Down for Seasonality
Learn how Scotts Miracle-Grow used a Cisco Hosted Collaboration Solution to upgrade to cloud communications and replace an aging private branch exchange (PBX) uniting 60 geographically dispersed sites on a common unified communications platform. Now they scale users as business changes.
Learn More

Chicago Schools Shift to the Cloud
Perspectives Charter Schools replaced its on-premises voice system with a cloud service based on a Cisco Hosted Collaboration Solution from SinglePath, and simplified E-Rate funding.
Learn More

City Handles Calls in the Cloud for Democratic National Convention
Rapid adoption, access to experts, and significant cost savings are just a few of the benefits the City of Charlotte, North Carolina, experienced when it moved to a secure hosted voice and contact center solution to handle calls during the Democratic National Convention.
Read Case Study

Case Study Portals
Find relevant case studies quickly through these case-study portals:
- Collaboration
- Unified communications
- Cisco WebEx meeting applications

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Collaboration User Group Programs

Join this virtual user group to influence product direction for Cisco Collaboration solutions, learn from experts, and connect with more than 9000 Cisco customers and partners who are using Cisco Collaboration solutions.
Join today. Membership is free.

User Group Programs
- Access to early adopter and beta trials
- Advisory groups to influence product direction
- Monthly technical and roadmap briefing
- Private online discussion forum
- Exclusive sessions and perks at Cisco Live United States

Product Trials
- Cisco Jabber® for Mac Early Adopter Program (EAP)
- Cisco Jabber for Windows Early Adopter Program (EAP)
- Cisco Virtual Experience Media Engine (VXME) for Windows Early Adopter Program (EAP)

Next Briefing
- May 23, 2013: Upgrading Cisco Unified Communications Manager (Cisco UCM) to Version 9.1

Collaboration User Group Exclusives at Cisco Live United States
Register for the members-only sessions at Cisco Live United States. Seating is limited.
- Eight product direction sessions
- Q&A open forum with Cisco product management
- VIP reception and perks at customer appreciation event
- Cisco user group member lounge
- Reserved seating at collaboration keynote and solution overview sessions

Learn More and Join

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Cisco Collaboration Community

New Technical Blog
Karl Kocar, Cisco technical solutions architect, shares his technical perspective on why Cisco Unified Communications customers should be interested in Software-Defined Networking.
Read blog and comment now

Cisco Early Adopter Program

Early Adopter Program for Collaboration Applications
The Early Adopter Program (EAP) for desktop and mobile collaboration applications gives all Cisco customers and partners the opportunity to try new functions and offer prerelease feedback through an online community. Most trials require access to a Cisco Unified Communications Manager system or Cisco WebEx account. All EAP participants must register individually.

Products in EAP:
- Cisco Jabber for Windows
- Cisco Jabber for Mac
- Cisco WebEx® meeting applications

Sign-up is easy and easy; no approval required.
Learn more and sign up

Cisco in the News

Cisco TelePresence Conferencing on the Set of The Lone Ranger
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Giving Back to Help Others Move Forward
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GenerationNow@Cisco: An Engineer's Take on What Cisco Makes Possible
Read Article

Worth Noting

Designing Applications for the Cisco Desktop Collaboration Experience DX650
Get tips on writing applications for the DX650.
Read Blog

Business Video Comes in Many Shapes and Sizes
Video is ubiquitous. Business video is becoming the norm, the way we work in the geographically dispersed environments of today. There is more to business video than teleconferencing. I talk to five types of business video that represent the way we communicate in the digital workplace.
Read Blog

Events

Cisco Partner Summit
June 3–6, 2013, in Boston
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Cisco at InfoComm
June 12–14, 2013, in Orlando
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Cisco Live United States
June 23–27, 2013, in Orlando
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- Design Zone for Collaboration
- Cisco Product Quick Reference Guide

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