Cisco Business Edition 6000

The Difference Is Simple.

Today, technology should enable your business to meet the communication needs of your employees and customers, and in the future it should allow you to make simple but value-rich changes. Designed with simplicity to meet these needs, Cisco® Business Edition 6000 helps you solve these challenges with a solution that grows with the pace of your business.

Cisco Business Edition 6000 delivers full-featured, advanced collaboration services with the smooth network integration you expect from Cisco. The solution helps to improve business processes and collaboration throughout your entire organization:

- Boost productivity with an efficient working environment that supports users on any device, from any location, at any time.
- Reduce complexity by providing limited IT staff with one simple solution to manage.
- Lower total cost of ownership (TCO) with hardware consolidation, reduced power and cooling costs, and easy-to-use provisioning and administration tools.
- Customize collaboration today with the flexibility to change and adapt with growth.
- Respond quickly and effectively to customers, improving their satisfaction and loyalty.

Sophistication Meets Simplicity

Cisco Business Edition 6000 is a sophisticated yet simple communications solution designed to strengthen business relationships through improved interactions and experiences. Built with proven technology, Cisco Business Edition 6000 provides foundational unified communications and advanced collaboration service options consolidated in one virtualized platform that supports up to 1000 users, 50 sites, and 100 concurrent contact center agents (Figure 1).

Figure 1. Communication Solution for Growing Businesses
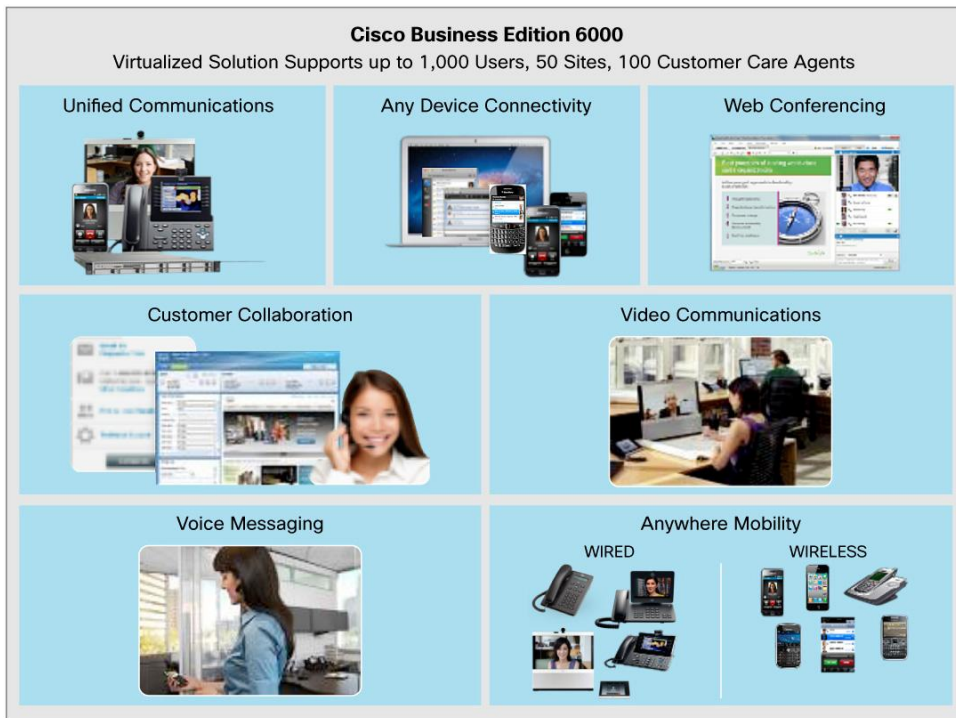
Connecting Your Users

Mobilize Your Workforce

With Cisco Unified Communications, you can empower employees to work more efficiently and effectively from wherever they are, whenever they need to, using any device they choose. At the heart of the Cisco Business Edition 6000 solution is Cisco Unified Communications Manager (UCM). Whether using wired or wireless devices, desktop video, or a personal computer, Cisco UCM helps ensure that calls are connected to the right person the first time. Mobile collaboration capabilities such as Single Number Reach allow you to move calls between mobile devices and desktop phones transparently, helping assure that important calls are not missed while mobile.

Streamline Your Operations

Deployment and ongoing moves, adds, and changes are streamlined through the centralized management of Cisco Prime™ Collaboration. Cisco Prime Collaboration provides an intuitive interface that allows the automation of routine configuration tasks for voice, messaging, and presence applications, helping ensure rapid and consistent system provisioning and simple and fast ongoing administration tasks. Additionally, a self-provisioning portal allows you to delegate general tasks to system users - without compromising the system - further reducing the burden on IT staff resources, time, and costs.

Deliver Consistent Experience

In today's environments, the need to support multiple devices is occurring at a rapid pace. Give your teams the freedom to be productive from anywhere, on any device, with the Cisco Jabber™ messaging integration platform. The Cisco Jabber platform lets you access presence, instant messaging (IM), voice, video, voice messaging, desktop sharing, and conferencing. Now you can find the right people, see if and how they are available, and collaborate using your preferred method.

Message Your Way

With the integrated messaging platform, you can securely deliver unified messaging for voicemail and email, speech-to-text capabilities for transcribing voice messages to email, and voicemail cascading throughout your organization. You can also access meetings on your calendar and connect to colleagues with voice commands. And with the included voice paging capabilities, you can send point-to-point, group paging, and broadcast messages, enabling you to communicate to the exact people you want when you need to.

Bring Users Together

Increasing productivity and reducing costs with video collaboration is rapidly becoming a critical requirement for many businesses. Cisco Business Edition 6000 comes standard with integrated video capabilities that enable your users to make video calls as easily as phone calls. This platform enables interoperability with traditional H.323/Session Initiation Protocol (SIP) and third-party telepresence endpoints, protecting your company's investments.

Cisco Business Edition 6000 is also fully compatible with the Cisco Pervasive Conferencing platform for videoconferencing solutions, and it offers network, remote user, and business-to-business capabilities to securely extend video capabilities into the public network, allowing remote access and business-to-business calling whenever you want.

Enable People-Centric Collaboration

Cisco Business Edition 6000 customers receive preferential licensing terms for cloud-based Cisco WebEx® Meeting Center web conferencing. This people-centric collaboration solution allows team members to attend multimedia meeting sessions and easily share information through any computer or mobile device.

Increase Customer Satisfaction

Cisco Business Edition 6000 offers a comprehensive and highly secure customer care solution options to support your preferred customer service model. Whether you choose to distribute calls using native call queuing, route and distribute calls with an intuitive attendant console, or manage a robust, agent-based call center with Cisco Unified Contact Center Express, Cisco Business Edition 6000 integrates the functions you need to successfully deliver your customer care strategy.

Assure Safety and Compliance

Cisco Emergency Responder[*] provides assurance that Cisco Business Edition 6000 will send emergency calls to the appropriate Public Safety Answering Point (PSAP) for the caller's location, and that the PSAP will identify the caller's location and return the call if necessary. The system automatically tracks and updates equipment moves and changes, helping ensure your business is compliant with legal and regulatory obligations, reducing the risk of liability related to emergency calls as a result.

Protecting Your Investments

Protecting customers' investments is a priority for Cisco, and with the Cisco Business Edition 6000 solution, nothing from your initial investment is lost. All existing Cisco hardware, software, licenses, and services can be carried forward to the higher-capacity Cisco Unified Communications Manager Solution as your business grows.

[*]Available in the United States only.

And keeping your Cisco Business Edition 6000 system current with upgrades is fast and easy, and it requires no additional cost outlay with a purchased software subscription agreement. Additionally, the powerful video services of the solution are backward-compatible and interoperable with third-party video and telepresence endpoints, enabling your users to continue using equipment they are already comfortable with - all centrally managed with the integrated voice and video call-control engine.

Partnering with Trust

Work with your local Cisco reseller to select the right Cisco solution to support your business now and for years to come. And choose an attractive Cisco Capital® purchase program to help you secure financing to deploy the exact solution you want today.

Solution Summary

Table 1 summarizes the Cisco Business Edition 6000 solution.

Table 1.   Cisco Business Edition 6000 Solution Overview

Cisco Business Edition 6000	Customize Your Collaboration
Unified communications	**Foundational Options** • Cisco Unified Communications Manager integrates voice and video call control, native call queuing, and bring-your-own-device (BYOD) support • Cisco Prime Collaboration simplifies and streamlines provisioning, administration, and management • Cisco Jabber platform facilitates anywhere, anytime, any device instant messaging and presence • Cisco Unity® Connection provides reliable voice messaging, speech recognition, and Auto-Attendant services
Collaboration	**Advanced Options** • Cisco Paging Server provides point-to-point and group paging services • Cisco TelePresence® Video Communication Server offers H.323/SIP endpoint interoperability and business-to-business conferencing • Cisco WebEx Meeting Center facilitates people-centric web conferencing (cloud or on-premises models) • Cisco Unified Contact Center Express delivers comprehensive and highly secure customer care • Cisco Unified Attendant Console enables accurate call routing and distribution • Cisco Emergency Responder assures emergency service contact at all times • Cisco Developer Network hosts additional collaboration solutions available from third-party vendors http://marketplace.cisco.com
Endpoints and devices	**Mix-and-Match Options** • Cisco Unified IP and Video Phone Series • Cisco TelePresence EX, MX, and SX Series

For more information, please visit: http://www.cisco.com/go/be6000.

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