

Cisco Smart Business Communications System

Today's growing businesses face relentless competitive pressures. To keep up with large global organizations as well as smaller, more technology-enabled businesses, your company must boost productivity through better communications, streamline business processes, get full value from resources and applications, and manage costs effectively.

Businesses are also more mobile than ever. Whether they work in the office, on the road, or at home, today's employees must be able to reach people and do their jobs no matter where they are, at any time of day. Delivering superior customer service and business agility can help your organization stand apart from the competition.

The Cisco® Smart Business Communications System offers a new way for small businesses to reach, serve, and retain customers. Having secure access—anytime, anywhere—to integrated voice, video, and wireless networking enables more effective and efficient communication with customers and employees. Cisco Unified Communications solutions give you the right mix of communications, productivity, and business operations applications, designed to work together so they are easier to deploy, operate, and manage. The system is complemented by award-winning support and easy financing, all delivered through trusted local partners.

The Cisco Smart Business Communications System can help you:

- **Mobilize your workforce**
Cisco mobile solutions help employees do their jobs where they are using a wireless connection.
- **Extend full communications to home workers**
With secure access to the company network, employees can work anytime, anywhere and use their laptops or PCs as full-featured office phones.
- **Start your business the right way**
Whether you are starting up or branching out, the Cisco Smart Business Communications System gives you an affordable, all-in-one solution.

Figure 1. Data, Voice, Video, Security, and Mobility in One System



Cisco Smart Business Communications System Components

- Cisco Unified Communications 500 Series for Small Business
 - Telephony, voice messaging, Automated Attendant, security, VPN, and video
- Cisco Catalyst® Express 520 Switch (for expansion to 16 users)
- Cisco Mobility Express Solution (for wireless connectivity)
 - Cisco 521 Wireless Express Access Point
 - Cisco 526 Wireless Express Mobility Controller
- System configuration and management (for ease of installation)
 - Cisco Smart Assist
 - Cisco Configuration Assistant
 - Cisco Monitor Manager and Cisco Monitor Director

Cisco Unified Communications Service and Support

A single Cisco SMARTnet® service contract is available for Cisco Smart Business Communications System products attached at the initial point of sale; Cisco offers a minimum 1-year warranty on system components.

Cisco Capital Financing

Figure 2. Leasing Example

Leasing Example: \$9000 Solution
 \$7500 (Cisco Unified Communications 500 Series for Small Business) +
 \$1500 (3 years of Cisco SMARTnet support)
 = \$250/month for 36 months

Table 1. Key System Components and Capabilities

Components	Capabilities
Unified Communications	
Integrated PSTN Connectivity - Options for FXO, BRI, or SIP Trunking.	Up to 8 FXO, 4 BRI or SIP Trunks in UC500
Cisco Unified IP Phones	Any mix Cisco IP Phones can be used - desktop, wireless and softphone models
Analog Phones & Fax Machines	4 - 8 FXO ports support analog phones or fax machines
Call Processing	
Cisco's Unified Communications Manager Express	Included, supports 8 or 16 desktop phones + 2 wireless or remote extensions
Automated Attendant	Included
Basic Automatic Call Distributor (B-ACD) & Hunt Groups	Included
Music On Hold & Audio Jack	Included (Audio Jack for standard audio playback device)
Messaging & Voice Mail	
Cisco Unity Express	Included
Vmail Boxes	8 or 16 Mailboxes with 5 General Delivery Boxes
Voice View Express	Included - Browse voice mailbox using Cisco IP Phone display
Integrated Messaging	IMAP support included
Paging	Included
Conferencing	3 way conferencing, up to 8 user Ad Hoc Conferencing and up to 32 User Meet Me Conferencing included with UC500
Video Calls	Cisco Unified Video Advantage supported with UC500, just add IP Cameras
Productivity Applications	
Call Connector for Microsoft Office	Optional - provides Windows desktop integration
Call Connector for Customer Relationship Management (CRM) Salesforce.com or Microsoft Dynamics	Free Download
Attendant Console	Optional
LAN Switching	
Power Over Ethernet	8 ports of PoE integrated in the UC500 provides power to phones
Catalyst Express CE520 Switches	Optional 8 port LAN companion switch for LAN expansion
Security & VPN	
Firewall	Integrated Firewall included in UC500
VPN	Included in UC500, Up to 10 VPN Tunnels Terminated
Teleworker	Support for Remote Teleworkers with secure remote Voice Extensions included
Wireless Mobility	
Integrated Access Point	Optional Integrated 802.11g AP in UC500 8 /16 User models
AP521 Mobility Express Access Point	Optional External 802.11g APs, PoE Support, ceiling or Wall Mount
AP526 Mobility Express Wireless LAN Controller	Optional Wireless LAN Controller to managed a system to Access Points



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