

Why Should I Care About Unified Communications over WLAN?

The Cisco® Unified Communications over WLAN solution helps organizations meet the changing needs of an increasingly mobile, collaborative, and virtual workforce. By delivering a consistent mobile collaboration experience across wired and wireless networks, devices, and applications, organizations can reach new levels of productivity and responsiveness while benefiting from least-cost routing of mobile communications and enhanced in-building coverage for users who are on campus.

What Problems Does It Help Solve?

With increased competition and globalization, employees are increasingly working in a variety of locations on campus (at their desks, in corridors, or in meeting rooms), as well as outside. Users often have to juggle multiple telephone numbers, check more than one voice mailbox, and place calls to multiple phone numbers in order to reach the right person. This results in delays and missed deadlines, reduced productivity, and lost revenue opportunities, all of which directly impacts an organization's profitability.

To meet the needs of this increasingly mobile workforce, organizations are seeking communication solutions that help them address the following problems:

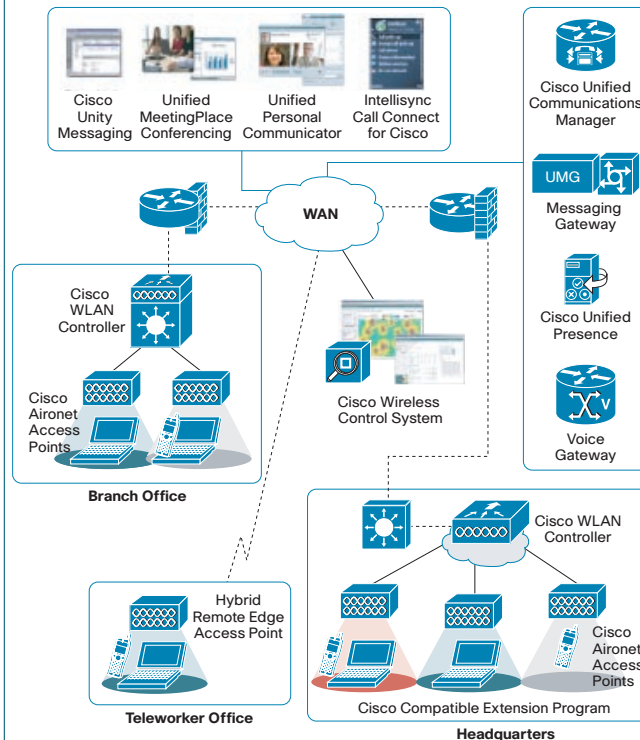
- Workflow and decision delays due to the inability to reach colleagues
- Missed communications due to constantly changing work locations
- Complexity of managing multiple communications and devices
- Rising costs of mobile communications
- Inadequate in-building cellular coverage

Cisco Unified Communications over WLAN

Cisco Unified Communications over WLAN addresses these challenges by bringing the mobility and flexibility of wireless networking to Cisco Unified Communications. This solution brings cost savings, productivity tools, security, and manageability to an increasingly mobile workforce. A step toward mobilizing unified communications, Cisco UC over WLAN moves beyond voice services to extend advanced enterprise communication features such as abbreviated dialing, messaging, presence, and conferencing capabilities over the WLAN, empowering mobile users to be more responsive, make decisions faster, and collaborate more effectively.

The solution consists of three main components: network, devices, and applications (Figure 1).

Figure 1 Cisco Unified Communications over WLAN



Network

The Cisco UC over WLAN solution consists of a comprehensive network infrastructure that includes the Cisco Unified Wireless Network and Cisco Unified Communications.

The Cisco Unified Wireless Network is a fully integrated, wired and wireless solution that delivers critical voice-over-WLAN (VoWLAN) features such as quality of service (QoS), fast secure roaming, battery power management, centralized radio frequency (RF) planning, and optimization tools for voice, increasing call coverage for enhanced reachability within the campus. The Cisco solution allows businesses to reduce mobile phone charges by migrating calls from the cellular network to the corporate WLAN.

The Cisco Unified Wireless Network includes the following components:

- Cisco access points that provide secure and reliable 802.11a/b/g or n wireless connectivity within the campus, with the high performance required to handle real-time communications campuswide
- Cisco Wireless LAN Controller, which offers centralized and dynamic radio resource management
- Cisco Wireless Control system, which enables the configuration, management, and troubleshooting of the WLAN mobility services, such as voice, location, security, and guest access
- Cisco Compatible Extensions Program, which helps accelerate the availability of innovative features to any Wi-Fi device



Boosting Business Mobility and Profitability with Cisco Unified Communications over Wireless LAN

Cisco Unified Communications Solutions unify voice, video, data, and mobile applications on fixed and mobile networks, delivering a media-rich collaboration experience across any workspace. These applications use the network as the platform to enhance comparative advantage by accelerating decision time and reducing transaction time. The security, resilience, and scalability of the network enable collaboration every time, everywhere.

Cisco Unified Communications includes the following components:

- Cisco Unified Communications Manager, which provides call processing capabilities and extends enterprise telephony features to packet network devices such as Cisco Unified IP Phones, media processing devices, voice gateways, and multimedia devices
- Cisco voice and messaging gateways that support connectivity and intelligent message routing between conventional voicemail systems and Cisco IP telephony solutions
- Mobile Unified Communications services such as single-number reach
- Cisco Presence Server, which provides user presence information for Cisco Unified IP Phones, Cisco Unified Communications clients, and instant messaging applications
- Unified communications applications including messaging, conferencing, and Cisco Unified Communications clients

Devices

The Cisco Unified Communications over WLAN solution is designed to support a wide variety of devices such as Wi-Fi IP phones, laptops or dual-mode (cellular/Wi-Fi) phones. The Cisco Compatible Extensions program helps clients interoperate securely with Cisco's WLAN infrastructure and improves performance with power save mode, QoS, and fast secure roaming.

Applications

Cisco Unified Communications over WLAN applications extend enterprise communications features such as rich call control, messaging, conferencing, and presence capabilities to mobile phones, delivering a consistent mobile collaboration experience in the office and on the go. Applications include:

- Cisco Unity® software—Unified messaging
- Cisco MeetingPlace® software—Integrated voice, video, and Web conferencing
- Cisco IP Communicator—Softphone application that runs on PCs and laptops
- Cisco Unified Personal Communicator—Unified communications client that runs on the PC or Mac
- Cisco Unified Mobile Communicator—Unified communications client for mobile devices
- Intellisync Call Connect for Cisco—Extends Cisco Unified Communications to dual-mode phones

What Are the Benefits of the Cisco Unified Communications over WLAN Solution?

The Cisco Unified Communications over WLAN solution extends the benefits of Cisco Unified Communications richness over a secure WLAN, offering the following benefits:

- Improved employee productivity and customer responsiveness through real-time access to critical information, enhanced communications, and collaboration tools
- Lower total cost of ownership and complexity through device consolidation
- Least-cost routing of mobile communications over corporate WLAN for on campus communications
- Better reachability with comprehensive in-building Unified Wireless LAN coverage
- Improved IT control and management through a common security and compliance framework across wired and wireless infrastructure
- Reduced expenses for adds, moves and changes
- Consistent end-user experience across wired and wireless networks

Why Cisco?

Cisco, a worldwide leader in networking for the Internet, IP communications, and WLAN, is helping businesses of all sizes implement communications solutions that improve efficiency, profits, and employee and customer satisfaction. Operating on a converged IP network, the Cisco Unified Communications over WLAN solution enables a common management and security scheme, centralized control, and simplified deployment and operation. The solution delivers secure, comprehensive, end-to-end mobility, helping organizations improve their responsiveness, collaboration, and productivity, while realizing a significant return on investment.