IBM IP Telephony Solutions

Gain the benefits of network convergence

THE IBM AND CISCO SYSTEMS ALLIANCE DELIVERS THE NEXT GENERATION OF INTERNET PROTOCOL (IP) INFRASTRUCTURE SOLUTIONS.
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IBM IP Telephony Solutions
IBM is pleased to offer four different pre-configured IP Telephony solutions for enterprises beginning the transition from a traditional Private Branch Exchange (PBX) environment to an integrated Voice over Internet Protocol (VoIP) system. Each solution is tailored to allow you to engage this proven technology at a stage that is just right for your business.

By combining IBM's specialised networking services, IBM xSeries technology and Cisco Systems' leading-edge Call-manager IP call processing software and hardware, these solutions enable your business to rapidly and securely deploy IP Telephony. This is a proven, flexible and reliable IP Telephony solution to help meet your immediate e-business infrastructure objectives while accommodating plans for future growth.

How can IP Telephony benefit you and your business?

- **Reduce your network operating costs over time:** by using less expensive, standards-based infrastructure equipment, reducing the total cost of ownership over your traditional PBX environment over time
- **Lower administration costs over time:** by utilising easier call management and simpler user interfaces
- **Optimisation of existing resources:** via convergence of existing network resources and increased application integration
- **Increased productivity:** by making the retrieval of information quicker and easier through increased application integration - in turn, helping employees be more timely and productive
- **Aids future growth:** by helping organisations meet their immediate e-business infrastructure objectives whilst establishing a path to leverage the next generation of IP Telephony and Internet Protocol Contact Centre (IPCC) business applications in the future

**Highlights**

- *"turn-key" solution enabling rapid and secure Internet Protocol (IP) Telephony deployment for your business*
- allows you to quickly leverage the benefits of IP call processing, either as a pilot deployment or as part of wider network solution
- includes leading edge hardware from Cisco Systems, plus assessment, planning, installation and testing services from IBM
- includes four different IP Telephony solutions – to meet different business needs & functionality
- offers a solid & scalable foundation for future growth to leverage the next generation of IP Telephony business applications based on Voice over IP (VoIP)
Kick-start with IP Telephony
IBM's four solutions provide different levels of functionality, allowing you to tailor a solution that best meets your requirements and budget.

IBM IP Telephony Offers
- **Solution 1:** Get started with an internal IP Telephony communications package
- **Solution 2:** Build a cost-effective pilot system with analogue PSTN connectivity
- **Solution 3:** An advanced pilot system using digital BRI ISDN
- **Solution 4:** Increase the scale of your pilot system with PRI ISDN connectivity

Included with all offers, are the services and hardware required to successfully complete a pilot installation.

Project Planning & Hardware Procurement
IBM works with you to produce a project schedule and implementation plan, while also agreeing on the project outcomes and objectives. In addition, IBM procure the required equipment and deliver it to your site. This includes order placement and order tracking.

Site Survey & Design Services
IBM performs a site survey with you to determine the physical location of the equipment to be installed. Considerations discussed include: power, data, air-conditioning and carrier requirements. An IBM Architect will work your engineers to develop a systems definition document including: call plans, IP Addressing and Virtual Local Area Network (VLAN) structures.

Installation, Deployment & Testing Services
IBM installs, configures and tests the equipment in a stand alone environment at your site.

- Unpacking and asset tracking the newly delivered equipment
- Physical installation and connection of the delivered equipment within your existing infrastructure, as agreed during the site survey
- Installation of Call Manager Software including the creation and configuration of the Publisher Database, Dial Plans, DHCP and TFTP settings
- Installation and configuration of the networking equipment including: IOS levels, VLANs and IP Addressing
- Connection to WAN interfaces, if required
- Installation and configuration of the IP handsets
- Testing of the equipment in light of the agreed project outcomes and objectives

Demonstration Services & Post Implementation Review
IBM demonstrates to you, the solution as agreed to during the Project Planning Phase. Upon completion of the project, IBM initiate a post implementation review to assess the success of the project from your perspective. At this point, a discussion for a full blown implementation maybe considered and discussed.

For specific details and additional information on IBM IP Telephony Offers:
Visit us at [ibm.com/services/au/its/ncs](http://ibm.com/services/au/its/ncs)
or contact your IBM sales representative on 132 42 6 in Australia or 0800 801 800 in New Zealand.
This offer is open to Australian residents and commences on 01/03/03. 2. All prices listed are in Australian dollars. 3. For specific details on the technical conditions and requirements for the offers visit ibm.com/services/au/its/ncs.