**Unified Communications and Collaboration - Cisco**

**Product Vision**
- Help people work together more effectively anywhere, on any device, in different ways.
- Deliver unified communication solutions with seamless user experiences.
- Bring real-time collaboration using telephony and conferencing solutions together with desktop sharing, mobility, instant messaging, chat and presence and integrate with everyday business applications.

**Product Business Objectives**
- Provide telecommuting capabilities for all employees.
- Provide training and support over a broad network of tools, technologies, and products.
- Increase the institutional capacity for effective collaboration.
- Provide an optimized user experience and interface that places emphasis on collaboration rather than the tool.

**Themes**
- Operational Excellence, Optimized User Experience, Collaboration, Reliable Data Infrastructure

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**Near Term**
- IT Group
- Training
- Testing
- Alpha users
- Phone Upgrade User Notification
- Phone Deployment
- Cisco Cloud Integration (Account Login)

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**Long Term**
- Phone Upgrade User Notification
- Phone Deployment
- Call Center Deployment
- Collaboration Applications

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**Key Features**
- Mobile Connect
- Mobility transfer calls
- Merge call for conference
- Video conference
- Call logs and directories
- Fast dial

The University of Texas at San Antonio, One UTSA Circle, San Antonio, TX 78249
Phone Deployment – Detailed Timeline

**Monday**
- Site Walkthrough, Phone Staging and Prep
  - 2/3 - 2/5

**Wednesday**
- Deploy Phones 5 pm
  - 2/7 - 2/8

**Thursday**
- Wed Day 1 Support
  - 5 pm
- Thurs Day 1 Support
  - 2/7 - 2/8
- Cleanup
  - 2/8 - 2/10

**Monday**
- Weekend
  - 2/8 - 2/10

**Friday**
- Clean-up
  - 2/10 - 2/15
- Weekend
  - 2/15 - 2/16

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*Deploy 260 phones per day*

**Cutover 1**
- 2/2 - 2/16

**Cutover 2**
- 2/2 - 2/16

**CC Cutover 1**
- 2/16 - 3/1

**Cutover 3**
- 3/15 - 3/29

**Cutover 4**
- 3/29 - 4/12

**Cutover 5**
- 4/26 - 5/10

**Cutover 6**
- 5/10 - 5/24

**Cutover 7**
- 5/24 - 6/6

**Cutover 8**
- 6/6 - 6/21

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*Number Port*

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4 teams w/ 2 resources min.
(1 UTSA/1 Presidio)
65 phones per team
260 phones per day (520 per phase)
Approximately 9 cutovers

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Call Center Departments
- Service Desk (Jan)
- Business Information Svc
- One Stop Enrollment
- Student Health Services
- Operator/Emergency
- Fiscal Services
- Athletics

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Collaboration: One Word — Many Meanings

- Collaborative Culture
- Collaborative Work
- Collaboration Applications
- IT Infrastructure
- Devices & Facilities

Gartner's ACME Framework Helps Organizations Understand Align the Appropriate Enabling Technology Based on Activity, Context and Motivational Factors

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Future Opportunities

Academics
- LMS Integration
- Distance Learning
- Classroom Simulcasting

Workspaces
- Huddle Spaces
- Executive Offices
- Student Collaboration
- Multi-Campus

Other Areas
- Digital Signage
- Student Union
- Retail
- Athletics
- Emergency Operations

Unified Communications and Collaboration
- Voice
- Video
- Mobility
- Web Conferencing
- Instant Messaging
- Presence
- Huddle Spaces
- Executive Offices
- Student Collaboration
- Multi-Campus
- Digital Signage
- Student Union
- Retail
- Athletics
- Emergency Operations