

The Cisco Smart Business Communications System



For
Small
Business



Connect Your Employees to Suppliers and Customers, and Your Business to the World.

For a small business like yours to communicate effectively with suppliers and customers in today's competitive business environment, you need ready access to information, updated in real time. With the right solution, your business can collaborate more effectively and problem-solve like never before. The Cisco® Smart Business Communications System (SBCS) is an all-in-one networking and communications solution that will enable you to do just that. And it includes the peace of mind that comes with support from the worldwide leader in networking and communications.



Cisco SBCS delivers benefits such as:

- Improved communication among employees, customers and suppliers
- Access the network and information from anywhere, anytime, any device
- Understand and respond to customer needs more quickly
- Quick adaptation to market changes
- Increased productivity
- Lower communications expenses
- Lower operational and maintenance costs
- A return on your technology investment as your business becomes more efficient and competitive
- A highly secure rich-media experience delivered across any work space

What is Unified Communications?

Cisco Unified Communications solutions bring together voice, messaging, video, and desktop applications designed to enable companies to adapt quickly to market changes, increase productivity, improve their competitive advantage, and deliver a rich media experience across any workspace. By unifying your communications, you can improve productivity and collaboration to gain a competitive edge.



Unify Your Network. Unify Your Communications.

The Cisco Smart Business Communications System (SBCS) is designed to “unify,” or bring together, your phones and computers so you can deliver the following capabilities to your employees—wherever they are:

- Communications: integrated voice, data, and video
- Messaging: voicemail, email, instant messaging
- Basic call center capability
- Common user experience: desktop, phone, mobility
- Audio conferencing and video calling
- Integration with business applications such as Microsoft Office, and third-party applications
- Presence: see others’ status and how to best reach them, via IP phone or a desktop client

When you deploy SBCS, your employees will have the same secure access to your network when they are away from the office that they have at their desks. SBCS allows your employees to do what they do best, even better.



The Benefits of Voice and Data on a Single Network

The Cisco Smart Business Communications System combines voice and data on a single network, building a foundation for small businesses to improve operations and productivity. SBCS supports all of this on the same end to end network:

- call handling
- voicemail
- automated attendant
- wired and wireless phones
- integrated email
- fax
- video calling
- basic call center capabilities
- network security
- remote access
- switching
- wireless
- remote tele-worker support
- integrated business productivity applications



Peace of Mind from the Leader in Networking and Communications. The Cisco Small Business Support Service provides peace-of-mind coverage at an affordable price and helps you get the most value from Cisco Small Business products. The subscription-based service offers software upgrades and updates, extended access to the Cisco Small Business Support Center, and next-business-day hardware replacement.



Why Use Unified Communications?

“Work is no longer a place. Work is wherever you are.”
—Alan Sears, President, TBL Networks, Inc.

The Cisco Smart Business Communication System (SBCS) enabled a small networking firm to look like a world-class company and helped that company fulfill its promise by making its staff easy to reach—in the office, at customer sites, at home, or on the move. When customers or coworkers need to reach someone, they can dial a single number that rings a staff member’s office phone, cell phone, and home office phone. Customers appreciate the simplicity, and the staff appreciates the time saved.

“Video changed the way we work with suppliers.”
—Claire Evans, amaZulu, Inc.

When you’re working with suppliers halfway around the world, selecting materials can be a real challenge. However, with Cisco Unified Video Advantage—part of a complete SBCS solution—a phone call can become a video conference. Your people can use the online video capabilities to compare samples, make decisions, and begin product shipments in a fraction of the time.

“My staff spent four hours a day making appointment-reminder calls. Now the system places the calls.”
—Dr. Sunita Jayakar, medical practice owner

For medical practices, one of the most powerful Cisco productivity tools is the automated appointment reminder system. Cisco can also provide on-screen voicemail and separate mailboxes for patients, doctors, pharmacies, and insurance companies, increasing productivity by reducing the time spent managing messages.

To learn more about how the Cisco Smart Business Communications System can help your business, visit www.cisco.com/go/sbcs or contact your local Cisco partner.

Smart Business Communications System	
Office Size	100 employees
Network Connections Telephone Network Access Internet Access	● ●
Voice Mail Integrated Messaging Remote Mail Notifications	Outlook, Outlook Express, and Lotus Notes ●
Automated Attendant	●
Basic Call Center (B-ACD)	●
Conferencing Ad-Hoc Conferencing Conference Bridge	● ●
Video Telephony	Supported - requires video telephony USB camera
Remote Teleworker	●
Wireless (WiFi) Phone/Data	Integrated or Optional - model dependent
Switching Options	Embedded in UC 500 or 8/24/48 port switch models (PoE optional)
Security Firewall Secure Remote Access Secure Branch Access Secure Wireless (WiFi) Intrusion Prevention System	Basic Included / Advanced Optional ● ● ● ○
IP Phone Productivity Applications Single Number Reach Record Conversation Visual Voice Mail Call History	Works with any mobile phone Live Record VoiceView Express Placed, missed, and received calls
Optional Desktop Productivity Applications Attendant Console Click to Dial Presence Presence-based Call Handling	Enabled with Cisco Smart CallConnectors Cisco Smart CallConnector Operator Microsoft Office Applications, Cisco Smart CallConnector Toolbar On or off call user status, user defined status Based on user define status or location

* Actual capacity may vary according to system configuration

○ - Optional ● - Included

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