
EnSCO – Case Study

Extract

Network DNA have completed an upgrade of the IP Communications platform for EnSCO Services Limited in Portlethen Aberdeen. This involved replacing the call processing hardware, and migrating from Cisco Callmanager 4.1 to Cisco Unified Communications Manager 7.1. In addition to this, the Unified Messaging platform, Cisco Unity Unified Messaging 4.0 was upgraded to Cisco Unity Unified Messaging 7, integrated into Active Directory and Exchange 2007. The site in Aberdeen hosts the call processing facility for the local 75 users, and is integrated with an offshore Satellite communication provider to allow calls to the offshore drilling rigs, and also between EnSCO offices worldwide. The upgrade was required in order to maximise the benefits of an Integrated Cisco UC Solution and allow us to plan and deploy some of Cisco's new UC technology, such as Cisco Presence, to allow individual status updates, softphone client, Instant messaging and phone integrated calendaring and scheduling, as well as the potential of Cisco Meetingplace, an on premise audio, video and web conferencing platform.

Scope

Network DNA were commissioned to upgrade the installed Cisco Callmanager 4.1 cluster and Cisco Unity Unified Messaging system to Cisco Unified Communications Manager 7.1 and Cisco Unity Unified Messaging 7.0. This was to be done in conjunction with a hardware refresh, as well as changing the Unified Messaging store over to Microsoft Exchange 2007. The integration of the new systems was to be as seamless as possible with as much work carried out during working hours, and downtime kept to a minimum.

Solution

Due to the age of the previous system, it was decided that in the case of the Callmanager, a data migration would carry excessive legacy configuration over to the new solution, therefore a rebuild of the call processing architecture would be undertaken, utilising the latest best practices in configuration and architecture, to allow for flexibility and scalability. In addition to this, the new Exchange 2007 mail store would have Unity 7.0 integrated, and this required some additional Active Directory changes, as well as Exchange updates. The whole project was carried out with the minimum of downtime, and has resulted in EnSCO having an up to date Communications Manager Cluster, as well as the latest version of Cisco Unity Unified Messaging.

For additional information including company background, case studies and other details please visit our website or email info@network-dna.com.

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