

**Technology:**

Cisco Video

Cisco Voice

Cisco Instant Messaging and  
Collaboration through Jabber

Cisco WebEx Meetings

Cisco Collaboration Edge

## COLLABORATION SOLUTION

**Background:**

Qenos is the sole provider of polyurethanes in Australia and fall under the BlueStar group out of Asia.

**The Challenge:**

Qenos was on an aging legacy PBX system with little to no integration into business applications. Qenos is spread across five different locations throughout VIC and NSW maintaining a legacy PBX system at each site. Qenos needed a way to move forward to enable collaboration across physical boundaries while maintaining a central platform for management of collaboration systems. Qenos also maintained a separate aging video system that needed to be included under the collaboration umbrella, this system required a replacement to move forward with the rest of the collaboration infrastructure and end points.

**The Solution:**

Data#3 provided a cost effective solution that met the requirements of the Qenos budget for a collaboration solution. Data#3 set forward a full collaboration system that removed boundaries between the mobile worker and the stationary worker providing outside entities the ability to easily collaborate with Qenos staff. The following components make up the collaboration solution delivered by Data#3:

- Cisco Unified Communications Manager 10.5
- Jabber Instant Messaging and Presence with softphone functionality
- Unity Connection Voicemail services
- Unified Contact Center Express providing customer service functionality
- Video Conferencing with support for multiparty conferences
- Integration with the existing legacy PBX systems x5 (QSIG)
- Jabber Integration with Lotus Notes
- "Train the Trainer" training for Operations staff
- Data#3 Professional Services for integration and resource management
- Cisco WebEx Meeting Server to bring internal and external participants together in a single secure meeting environment
- Cisco Expressway for Mobile and Remote Access "Windows, Android, Apple"
- Cisco Expressway to provide federation with customers, partners, and vendors
- Cisco Expressway to provide federated SIP and H323 Internet video calls

*“Without question this has been the most successful project I have worked on. A refreshing change and I also hope we can do business in the future.”*

I.S. Infrastructure Manager. Qenos.

**The Outcome:**

Data#3 delivered a high quality collaboration solution that met the business requirements of Qenos to migrate from a legacy solution to a full featured collaboration solution. Qenos can now migrate users easily at their own pace, while still providing end users with collaborative features through Jabber on any device anywhere. Qenos now enjoys the high quality video conferencing enabled by a powerful Telepresence solution, bringing this same feature to outside entities who collaborate with Qenos.

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