The Road to IP Telephony: How Cisco Systems Migrated from PBX to IP Telephony

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While the needs of every enterprise are different, some things are universal. Planning, communication, teamwork, and understanding your requirements are as important as technical expertise. The Road to IP Telephony: How Cisco Systems Migrated from PBX to IP Telephony provides best practices for a phased migration to a converged voice and data network.

Sharing these lessons and experiences offers the reader a blueprint of a real-world deployment, reducing anxiety and building confidence in the decision to migrate to IP Telephony.

The Road to IP Telephony is written for any business professional involved in the decision to install an IP Telephony system. It assumes no in-depth technical knowledge, and explains what exactly makes up an IP Telephony system, as well as what is involved in implementing one. This book goes on to help decision makers and others involved in such applications to plan the deployment, assure adequate resources and staffing. Further sections then delve into the actual implementation and resulting support needs as the system becomes active. This book shares the personal experiences of Cisco employees and partners as they have gone through the transitional process of looking at this technology—not just as a new phone system, but as a business model for the convergence of voice and data.

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