

**Windows Extension Mobility Manager (WEMM)**

With time and budgetary controls being essential in business today ensuring your most important asset (people) are logged into your communications system is crucial.

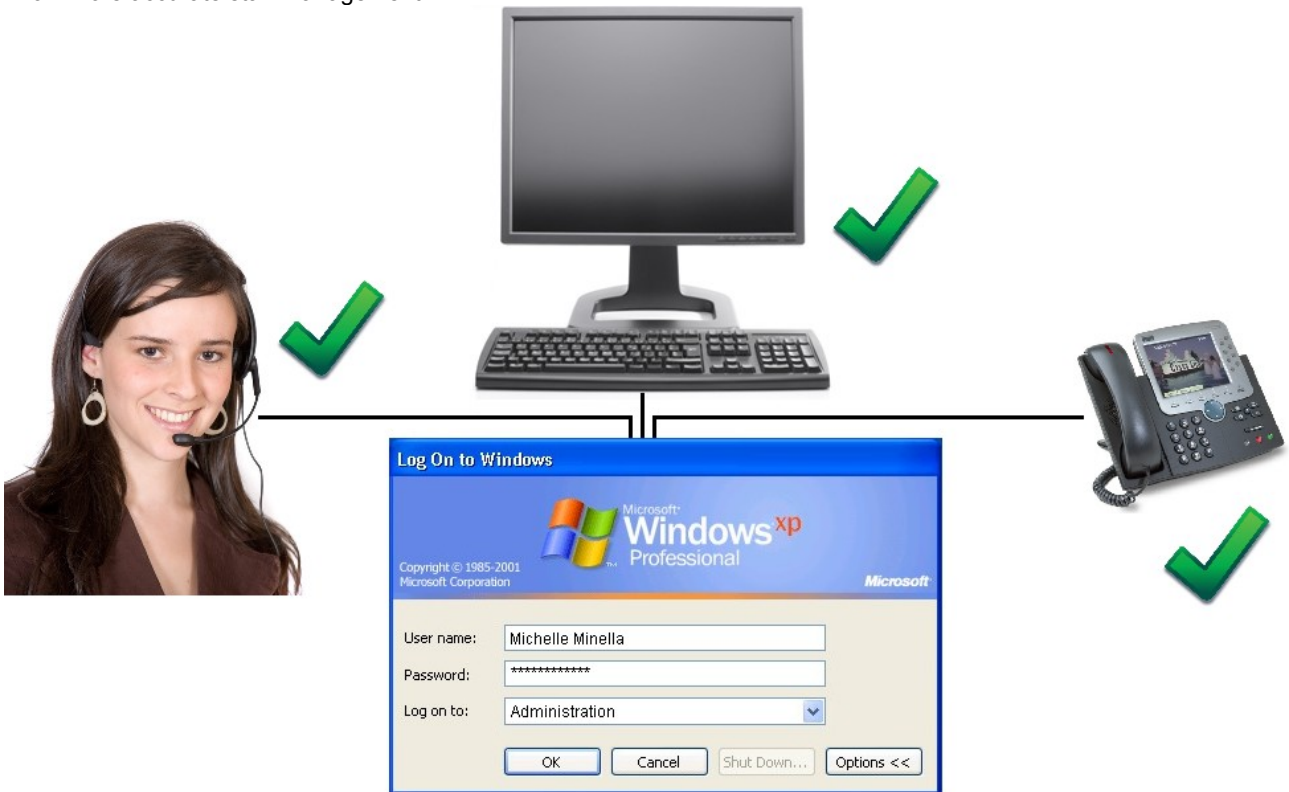
The Extension Mobility Manager is integral to any Cisco Unified Communications solution offering organizations a far more effective way of managing staff use of the communications solution, enhancing the working environment and potentially providing significant savings.

This is achieved by managing the process of logging in and out of the phone automatically when users log onto their computers thereby saving time and money typically lost in the manual process. Significant savings can also be made where users typically do not log in for whatever reason and use their mobile phones instead. As a large proportion of calls are within a company it adds an unnecessary and a potentially very large expense when calls are made to or from mobile phones.

In addition to this, management is enhanced where staff logged into their phones is either crucial for the smooth operation of the work environment (such as in call centres etc) or essential in monitoring as and when company personnel begin and end their working days.

The Extension Mobility Manager is designed to:

- Log your Cisco phone in automatically when you log into your computer
- Enhance user satisfaction with their working environment
- Limit the workload on staff having to remember multiple log in details
- Save money on potentially expensive mobile phone use
- Allow more accurate staff management



## Benefits

### Scenario 1, the Mobile Worker

You take your laptop to any corporate location, connect the Ethernet cable from the IP Phone to your laptop, power up and login. That's all you need to do as the IP Phone will then become your personal phone, with your speed dials, voice mails and your XML applications.

### Scenario 2, the Hot Desk

With a multi user PC in a 24 hour environment (IT Support, Contact Centre, Emergency Operations), no matter who logs in to the PC their details are used to get the appropriate Extension Mobility profile.

The login can even be programmed to match shift patterns (auto logout after 8 hours for example) or when the user shuts down their PC.

An additional benefit is that hot desk staff, who often use mobile phones rather than logging in their desk phone for whatever reason, will automatically be logged in to the phone meaning anyone who calls them will find them thus ensuring they minimise the more expensive mobile calls saving significant amounts of money. The per license cost can be saved in a matter of months making for a healthy ROI.

### Scenario 3, I simply forgot

It is very easy to do it, in fact we've probably all done it. A computer user logs in to their computer and whilst it goes about it's start up routine they go off to make a cup of tea and on returning check their emails. How long before they either realise it is just too quiet or someone comes and tells them that they have been trying to get hold of them on the phone before they realise they forgot to log in?

### Scenario 4, the Call Centre

Call centres are high pressure environments designed to satisfy both the needs of the company and the customer. Managing these effectively is crucial to ensure that satisfaction is maintained. BY ensuring call centre staff are automatically logged in (and out) of their phones at the beginning and end of their shift effective management can be maintained maximising the customer experience.

## Summary

- You only need one login!
- Logs you in to any Cisco IP Phone that supports Extension Mobility you connect to
- No need to remember yet another Username and PIN/Password, windows will do it for you
- When you Log Off you are logged out of Extension Mobility
- If you just shut down the PC to go home you are logged out of Extension Mobility
- Saves time and therefore saves money
- Satisfies company and personal needs

It is still a wonder to us that companies and organisations still insist their staff to log in to their phones every single day.

If you have a staff of a thousand then every year you use up this much time:

1,000 staff each spend 30 seconds a day logging in: 30,000 seconds / 500 minutes / 8.3 hours / 1+ day

So that is just over a day used up every day logging into the phones!

That means the time wasted is over 260 days per year based on a 5 day week and every year we use up...

## ...over a years worth of time logging into phones!

That is crazy and not only that, it is very expensive!

How much on average do you expend employing someone?... well that is what you are paying out for staff to log in to their phones.

We can put a stop to that for you and we can save you that money with a significant ROI.

For more information from VSR2 Limited contact us at:



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**Technical Specifications  
For  
VSR2 WEMM Solution**

- **WEMM Server Requirements**

- **Minimum Hardware requirements**

- Single or Dual 2.4 GHz Processor
- 1 GB RAM Minimum
- 10 GB System Storage

- **Software Requirements**

- Windows 2003 Server (SP2 or above)
- Application Server (Windows Components)
  - ASP
  - Internet Information Services (IIS 6.0)
- A port should be open and available for incoming connections (the default is 3000).

- **WEMM Client Requirements**

- **Minimum Hardware Requirements**

- PC or Laptop for display purposes
- 512 MB RAM minimum
- The Cisco phone must be connected to the workstation directly via a LAN cable.

- **Software Requirements**

- Windows XP SP2 or above
- The software should be able to communicate with the server on the configured port (the default is 3000).

- **Contact Center Requirements**

- **Minimum Hardware Requirements**

N/A

- **Software Requirements**

- Cisco Call Manager version 4 or above.
- Extension Mobility should be enabled.
- Extension Mobility credentials should be the same as the Windows credentials (optional).

