

# IP Fax and Speech Enabled IVR support for Cisco Unified Computing System Express



Cisco developers, MESSAGEManager Solutions today announced IP Fax and Speech Enabled IVR support for Cisco Unified Computing System Express.

The Cisco Unified Computing System™ Express (UCS Express) is a converged computing, virtualisation, and networking platform for hosting essential infrastructure services and mission-critical business applications in the lean branch office. UCS Express enables lean branch offices to increase utilisation of local infrastructure, reduce application downtime and recovery time, and shorten the time needed to deploy local applications while lowering infrastructure and operating costs. One or multiple instances of Microsoft Windows Server can run directly in UCS Express.

MESSAGEManager IP Fax Server Software has been specifically designed to provide reliable fax communication and reception on IP Networks by integrating with Cisco routers and gateways to manage the latency, jitter and packet loss inherent in IP Networks that traditional T.30 fax cannot tolerate. The Speech Enabled IVR combines open-standards support for speech with intelligent application development to deliver personalised self-service to callers—either as a standalone interactive-voice-response (IVR) system or transparently integrated with a contact centre.

MESSAGEManager software can be deployed as the primary instance on UCS Express or configured for VMware redundancy (High Availability or Fault Tolerance).

Cisco Services Ready Engine (SRE) modules are router blades for the second generation of Cisco Integrated Services Routers (ISR G2) that provide the capability to host Cisco, third-party, and custom applications such as MESSAGEManager.

SRE modules have their own processors, storage, network interfaces and memory, which operate independently of the host router resources and help ensure maximum concurrent routing and application performance.



Utilising VMware ESXi as its built-in engine, SRE-V features support for Windows 2003 and 2008 servers on which virtual machines can be created, monitored and maintained via VMware's vSphere client. With this new feature, packaging and porting applications as previously required by the Application Extension Platform (AXP) are no longer required.

SRE-V platform release 1.0.1 runs on the SM-SRE-700-K9 and SM-SRE-900-K9 service modules that plug into the Integrated Service Router Second Generation (ISR G2) routers. These routers are specifically the 29xx and 39xx routers excluding the 2901 model.

### **About MESSAGEmanager Solutions**

Australian based, MESSAGEmanager Solutions is a global leader in Fax, SMS, Voice and Presence Messaging and Communication Solutions for IP and Public Switched Telephone Networks. Worldwide we have over 2,000 high profile customers in government, finance, high-tech, mining, telecommunications, legal and accounting industries.

MESSAGEmanager Solutions has built and cultivated a strategic technology alliance with Cisco to deliver high performance, reliable and scalable IP Telephony solutions.

MESSAGEmanager Solutions has a global network of partners in Australia, USA, UK, New Zealand, Singapore, Israel, Spain, South Africa, Greece, Hong Kong and Thailand.



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