

AXCELIS CASE STUDY



Presidio Implements Microsoft® Exchange and Cisco Unified Communication Solution

PROJECT FACTS

- First Exchange 2007 Unified Messaging Solution install in New England
- Complete Cisco Call Manager 5.0 phone system implementation
- 50-user Cisco MeetingPlace Server implementation
- InterStar XMedius Fax Desktop solution integrated into Exchange 2007
- Remote home office solution with IP Communicator soft-phone
- Controller based wireless solution for entire campus delivering wireless VoIP and wireless data

Axcelis Technologies, based in Beverly, Massachusetts, manufactures equipment for the semiconductor industry. With 1,500 employees located in offices throughout the world, Axcelis needs a simple, reliable messaging system to be effective in doing business with its global customers and partners. The company sought a way to bring its e-mail and voice mail systems together to enable better and more flexible communication.

THE IMPLEMENTATION

To mediate Axcelis's situation, Presidio Networked Solutions implemented Microsoft Exchange Server 2007 and deployed more than 1200 IP phones on a new centralized voice and data infrastructure. This infrastructure included, dual MCS 7845 servers running a redundant Cisco CallManager cluster, a MCS 7835 server configured with Cisco Unity providing Unified Messaging for 1,200 mailboxes, and nine new Cisco 6509 access switches.

Presidio's messaging solution allowed Axcelis to consolidate voice mail, e-mail, and fax capabilities into one integrated package. "We used to have a very disconnected architecture here," says Ferguson, Senior Exchange Administrator at Axcelis Technologies. "We had separate e-mail and voice mail systems. Now, with Exchange Unified Messaging, our employees can call in to their e-mail inbox to listen to voice mail messages and their calendar items, for example. It's basically a one-stop shop for all our messaging needs."

Having an integrated solution is especially important for Axcelis because its workforce is increasingly mobile. "We have many salespeople that travel overseas to visit our fabricating plants," says Ferguson. "If a salesperson is sitting in an airport waiting for an e-mail and doesn't have computer access, he or she can just call our new system and have that e-mail read back. That helps prevent uncomfortable business situations for us, such as not being able to receive customer e-mails while on the road. It makes us more responsive as a company."

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BENEFITS

Axcelis mobile employees can now access messages and files from anywhere in the world, thanks to the new all-in-one messaging solution and improved Outlook Web Access 2007 interface and features. “One thing we’ve noticed already is the better performance of Outlook Web Access,” says Ferguson. “Our people used to have some trouble accessing files over Outlook Web Access using dial-up connections. The new version of Outlook Web Access is a huge improvement for them. They’ve told us that the more user-friendly interface and better response time makes it just like being on the network.”

PROJECT MANAGEMENT

The Total Success Methodology is based on the Project Management Institute’s Project Management Body of Knowledge, the world’s most comprehensive quality project management practice. Presidio manages every IT project through five key stages: plan, design, integrate, operate and optimize. Every project, no matter how large or small, is carefully guided through these five stages and is overseen by a dedicated, professional project manager.

7601 Ora Glen Dr., Suite 100
Greenbelt, MD 20770
301-313-2000 office
301-313-2400 fax

10 Sixth Road
Woburn, MA 01801
781-638-2200 office
781-932-0026 fax

One Sun Court
Norcross, GA 30092
770-449-6116 office
888-786-3282 toll free

www.presidio.com



Presidio Networked Solutions addresses the complete technology lifecycle - plan, design, integrate, operate, and optimize - of networking and system solutions and services for the commercial and government markets. Presidio’s comprehensive portfolio comprises unified communications, wireless, advanced security, storage, and systems infrastructure solutions. Presidio also offers customers an extensive range of financing solutions, including leasing.

The company represents leading technology innovators:

- Cisco Master Certification for Unified Communications
- Cisco Gold Certified Partner
- EMC2 Platinum Partner
- IBM Premier Partner
- NetApp Premier Partner
- Nortel Elite Partner
- Microsoft Gold Partner
- Sun Strategic Technology Partner