

## ConvergenceServer™

# High Availability Virtualized UC Servers

Cistera's broad portfolio of Convergence Servers and application solutions provide advanced voice, video and data communications platforms and applications for **Event Alerting and Notification** and **Quality Assurance and Management** solutions.

The Cistera ConvergenceServer™ platform scales up to support organizations with thousands of users and scales down for offices with fewer than one hundred users, making it a viable alternative for a broad range of enterprises and organizations.

The Cistera solution has two key components, the Cistera Convergence Server Hardware and the Cistera Enterprise Platform. The Cistera Platform is based on Enterprise Linux, a highly tolerant and secure implementation of the advanced server operating system and virtualization engine, high speed enterprise database, SIP media engine and Cistera administration components. The Cistera hardware consists of five award winning servers:

### Cistera Convergence Server 1500 Series

The Cistera CCS 1500 Series is the entry level cluster server from Cistera. Suitable for mid size deployments from 100 to 2000 users, the CCS 1500 series is the most popular server running Cistera Enterprise OS.

### Cistera Convergence Server 2500 Series

The Cistera CCS 2500 Series is the mid-level high-availability cluster server from Cistera. Suitable for mid size deployments from 2000 - 4000 users, the CCS 2500 series is the best value High-Availability Convergence Server on the market. It includes dual power supplies, RAID 10 SATA disk and dual Xeon processors.

### Cistera Convergence Server 5500 Series

The Cistera CCS 5500 Series is a high-end high-availability cluster server from Cistera. Suitable for high end use, the Cistera 5500 series can support upto 20,000 users in Enterprise and Hosted environments.

### Cistera Convergence Server 7500 Series

The Cistera CCS 7500 Series is Cistera's premier Hosted Platform for Telecommunications companies and very large enterprise deployments. In certain configurations, the CCS 7500 can support upto 50,000 users for a comprehensive and highly fault tolerant environment.

## KEY FEATURES

Benefits of ConvergenceServer include:

- Broad range of servers from 100 to 100,000 users
- 1U, 2U and 4U rack mounted servers, Dual and Quad Core Intel Xeon CPUs, SATA RAID Configured Drives, Dual Gigabyte Interfaces, Fully redundant power supplies.
- High Availability and Fault Tolerance Standard in all Servers
- Embedded Cistera Enterprise Application Platform
- Optimized Virtualized Platform for all Cistera Application Engines
- Third Party Application Support
- Integrated Enterprise Ingres Database
- Cistera Reporting Engine with pre-defined and custom templates
- TTS Integration (Text to Speech)—utilize Cistera's TTS Engine native to the platform
- Unified Administration to provide a scalable solution for all businesses—no matter the size.
- Industry Certified for Payment Card Industry and Federal Government Standards.

## Cistera Enterprise OS

### Enhanced Unified Administration

- Advanced User and Roles Based Security
- Encrypted Password, forced password changes, password length forced.
- Group Management and Security (Device and EM)
- Service Level Management
- Automatic User and Device Synchronization
- LDAP and Active Directory Integration
- Phone Object Management
- PIN Code Management
- Forced Code Authentication
- Active Device Synchronization
- Jasper Reporting Engine
- Multicluster Management
- Gateway Management
- Log and Audit Management

### Enterprise Database Administration

- Based on Ingres Enterprise Database
- Multi-Version Concurrency Control
- Role separation for regulatory compliance and full audit capabilities
- Robust XA transaction support
- Hot online automated backup, parallel restore and in place upgrades
- Scalable architecture
- Extensive Platform Support
- Security features for Sarbanes Oxley / HIPAA compliance

### Enterprise Linux OS

- Based on Centos EOS Distribution
- Linux 2.6 Kernel
- Improved Virtualization performance and scalability
- Improved Windows interoperability and file system support
- Reliability, Availability, and Serviceability (RAS)
- High Availability including RAID 0,1,5,6 and 10.
- Enhanced Power Management
- Rapid RPM based Deployment
- Installation, Updates, and Deployment Manager
- Designed in Security Implementation
- Implements Raytheon TCS Security Blanket
- POP/SMTP/IMAP Services
- Simple Network Management Protocol (SNMP) Integration
- SIP Media Management
- Certificate and Key Management

### Industry Certifications

Cistera partners with Raytheon TCS Security Blanket to meet the highest level of security available today:

- Defense Department Certifications and Authority to Operate (ATO)
- Payment Card Industry (PCI) Certification
- Healthcare Insurance Portability and Accountability (HIPAA)

### Cisco Specific Implementations

- Cisco CUCM and Call Manager Express
- Cisco Extension Mobility (CEM)
- Cisco XML Extensions (AXL)
- Multicluster Support with Superprovider load balancing
- Cisco Unified Mobile Communicator
- Cisco Unity Messaging

### Open Implementations

- T1 and E1 interfaces for interconnection to PRI lines and channel banks
- SIP Trunking
- ADSI, IAX, SIP, H.323 (as both client and gateway), MGCP and SCCP
- Single to quad port analog FXO and FXS
- BRI (ISDN2)



## Platform Applications

### QuickConference

Cistera's QuickConference offers high-level conferencing capabilities with easy-to-use administration. QuickConference gives every organization an advanced means to host multi-channel, multi-user conferences—a key to successful communications. QuickConference is tightly integrated into the IP telephony environment to provide an unparalleled user experience.

### Virtual Directory

VirtualDirectory is a robust, voice-enabled directory system that allows telephone users, both internal and external, to traverse corporate information quickly without time consuming tree-based systems. Ideal for hospital and satellite clinic directories, callers can use touch tone or voice to request information or to be directed to the appropriate extension.

### CentraMail

Cistera's CentraMail offers unified voice mail and messaging capabilities in the UC environment. CentraMail provides advanced functionality previously only available on expensive customer premise voicemail systems. CentraMail also includes voicemail pilot functionality, unified messaging and visual voicemail. CentraMail offers optimal flexibility and enterprise scalability, CentraMail fulfills all of your voice mail needs.

### Cistera Text to Speech Engine

The Cistera TTS Engine provides text to speech conversion capabilities for all Cistera Application Engines. The engine is multi-channelled enabling fast conversion for emergency notification or other applications.

### ContentStreamer

ContentStreamer enables the management and storage of multiple media objects that are used in the UC environment. ContentStreamer can accept, convert then render media objects on IP phones and mobile devices. Using ffmpeg file conversion natively on the server, ContentStreamer can manage almost any file conversion necessary.

### Cistera Reporting Engine

Cistera Reporting Engine is an embeddable reporting server, enabling delivery of mission critical information on a real-time or scheduled basis to the web, to the printer, or to a variety of file formats. Build a report in iReport and then deploy it to the CCS. The report can then be executed, exported to a desired output, or scheduled to execute at a later date.

### Cistera Presence Manager

PresenceManager allows IP phone users and administrators to tailor their environments based on multiple factors, including physical presence and availability. PresenceManager allows administrators to control global presence for phones. Included in PresenceManager is an advanced do-not-disturb capability that provides comprehensive presence capability straight from the phone.

Feature	Description
Form Factor	1U, 2U, 3U, 4U Rack Mounted Servers
Power Supply	Dual Redundant Power Supply 110 - 240V
Processor	Intel Dual and Quad Core Xeon Processors
Storage	SATA Array Standard with RAID 0,1,5,6,10
Memory	ECC DDR3
Expansion Slots	Upto 6 PCI-X Expansion Slots
Text to Speech Support	Cistera TTS Engine Multi Voice
Gateway Support	Supports wide variety of gateway technologies including mobile 3G systems.
Protocols	SIP RFC 3261 G.711 Real-Time Transport/Real Time Control Protocol (RTP/RTCP; RFC 3550) RFC 2833 (RTP Payload for Dual Tone Multifrequency [DTMF] Digits Session Description Protocol (SDP: RFC 2327) Ipv4 LDAP v3 SMTP (RFC 2821) HTTPv1 Secure Sockets Layer (SSL) versions 2 and 3 Network Time Protocol (NTP v 3 and 4)
Network Connectivity and Bandwidth	Server: Two 1Gbps Ethernet Connections.

## Ordering Information

Cistera Networks markets, sells, and fulfills orders for its products and services through a robust channel of authorized solution providers.

## For More Information

For more information about the Cistera Convergence Server, visit [www.cistera.com](http://www.cistera.com) or contact your local Cistera Representative or authorized reseller partner.

## Service and Support

Cistera provides technical service and support for the company's products for reseller partners and customers in North America and Western Europe. For technical support, contact Cistera at 866.965.8243 or [support@cistera.com](mailto:support@cistera.com).

Cistera Networks is a leading provider of enterprise communications platforms and services. The company blends powerful application infrastructure with industry-specific business processes, to deliver the benefits of voice, video and data convergence to the user. Cistera's industry-leading platform delivers the most reliable, scalable and secure application services for IP-based network environments. Its broad portfolio of application services enables users to improve customer service and satisfaction, increase productivity and collaboration, improve responsiveness to critical incidents and to provide a safer environment.

Based on open standards and a proven server technology foundation, the award-winning Cistera Convergence Server has a single unified administration which delivers the lowest total cost of ownership in the industry. It enables customers to create robust and scalable environments that are flexible enough to adapt to their changing needs by scaling up to support from fewer than one hundred to thousands of users, and scaling out to support multiple sites, making it ideal for a broad range of organizations.

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