



GlobalACE Overview

GlobalACE (Adaptive Communications Exchange) is a flexible, easy-to-use, and fully customizable suite of applications that leverage your investment in Cisco Unified Communications and Cisco Unified Computing. Unlike other offerings on the market, GlobalACE allows your business to:

- Lower their total cost of ownership with fewer infrastructure components to purchase and fewer elements to manage.
- Scale to meet specific needs by adding customized applications.
- Ensure agility with more efficient productivity and effective resource utilization.

Key Features and Benefits

GlobalACE Paging

Paging allows users to communicate from a phone or a web page to a group of IP enabled devices

- » Able to be integrated into IP enabled overhead speakers.
- » Users have the ability to create custom page group and zones and can be optionally secured with custom PINs.
- » Quick access to organizational structure such as logical department level paging.
- » One touch access to critical groups.

GlobalACE Intercom

Intercom allows users to have two-way communication with an extension.

- » Allows multiple devices if users have many device associations.
- » Whisper page if user is on the phone.

GlobalACE Text Broadcast

Users can effectively communicate critical information via tone and visual broadcasts to IP enabled phones.

- » Manage pre-defined text and visual alert messages leveraging user customized groups.
- » Allows users to quickly recognize and react to situations through an active acknowledgment system.
- » Ability to prioritize multiple messages so that users will see high priority messages first.
- » Text Inbox feature for users to view multiple queued messages.
- » Ability for compliance logging and to track which user and/or device acknowledged the message.

GlobalACE Push to Talk (PTT)

Walkie-talkie style communications using Cisco IP phones

- » One click user customizable home screen for push to talk functions
- » Two click quick PTT communication with departmental peers
- » Ability to customize preferred device if a user has multiple devices
- » Web driven interface for user settings and preferences for ease of use

GlobalACE Campus Alert Manager (CAM)

Allows for the distribution of information to Email and SMS/MMS formats

- » Users can send text, SMS, MMS, or email messages to configured distribution groups
- » Ability to prioritize multiple campus alerts
- » Users can customize their experience by controlling what format of message they wish to receive.
- » Able to add destinations of individuals outside of the organization

Product Specifications

Product Compatibility	Works with Communications Manager 7.x and 8.x Cisco IP phones and Cisco IP Communicator*
Protocols	Session Initiation Protocol (SIP), H.323, Skinny Client Control Protocol (SCCP), Java Telephony Application Programming Interface (JTAPI), Web Services, HTTP, Lightweight Directory Access Protocol (LDAP), Structured Query Language (SQL), MultiCast, and Real-time Transport Protocol (RTP).

* Note, multicast does not operate in all environments

System Capacity and Requirements

- » Server capacity is based on VMWare guest configuration
- » Multicast and QoS must be enabled throughout the network.
- » Wireless phones must be configured according to Cisco Best Practices including the recommended data rates.

VMWare Guest Recommendations

Number of Devices	Cores	Memory	V Disk Size
100	1	2 GB	10 GB
500	2	4 GB	30 GB
1000	4	6 GB	30 GB
5000	6	8 GB	30 GB
10000	8	12 GB	60 GB
40000	8	16 GB	100 GB

GlobalACE Service & Support

- » Includes service releases and upgrades
- » Remote product support



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