



## **Capita runs critical business processes on zero downtime network powered by Cisco**

*Cisco IPCC portfolio facilitates seamless failover of calls from primary centre to backup site*

**Bangalore, India – March 16, 2006-** Cisco Systems, the worldwide leader in networking for the Internet, today announced that Capita Group Plc. has opted for the Cisco IP Contact Centre (IPCC) portfolio of solutions for its business centres in Mumbai.

Capita Group Plc is the UK's number one professional and support service organization, providing an integrated range of services across public and private sectors, from business process outsourcing, administration and support to customer services, human resources and management consultancy. Capita employs 25,000 staff across over 250 sites and earns annual revenues of over US\$2.5 billion.

Capita's administration centre in Mumbai runs critical business processes that required a zero downtime network. To cater to this requirement, two sites were developed in the city on a load-sharing mode which could act as a backup in the event of network or site unavailability. The ability to provide a seamless and smooth failover of critical processes across these two centres to the back-up using IP technology was the reason why Capita chose to work with Cisco.

"Cisco's vision on IP Voice and its unique ability to provide 100% business uptime on the network led us to choose Cisco over other vendors. With Cisco as our technology partner, we can be assured of a robust communication network that supports uninterrupted business processing," said **Dennis Thomas, Head, Technology, Capita Group Plc.**

"Cisco's IPCC solution is the backbone of Capita's contact centre in India and the equipment has been deployed to intelligently handle customer voice calls from the UK. With this best-of breed infrastructure, Capita can offer an enhanced suite of services to its customers and further strengthen its leadership position in the market," said **B. Ashok, Senior Vice-President – IT Services, Cisco Systems, India and SAARC.**

The Cisco IPCC portfolio of Intelligent Contact Management (ICM), Cisco Call Manager, Queue Manager and Unity Unified Messaging constituted the solution deployed at Capita. The core of the network is driven by Cisco routers and the Catalyst range of multi-modular switches and PIX firewalls.

In addition to the Capita India Contact Centres, Cisco also installed equipment at a site in the UK where customer calls are aggregated and sent to the two locations in Mumbai. Rigorous tests were carried out at the User Acceptance Tests (UAT) stage to ensure that the failover of the calls do happen between the centers. The entire assignment was commissioned in four months time, which included installing the equipment in India and the UK.

### **About Capita Group Plc.**

The Capita Group Plc is the UK's leading professional and support service organisation, providing an integrated range of services across the UK's public and private sectors. Capita is the number one provider of business process outsourcing (BPO) in the UK.

Capita was named Best BPO Provider 2004 at the inaugural National Outsourcing Association (NAO) Awards. Also in 2004, Capita was awarded a National Customer Service Award for Customer Service Training Team of the Year 2004 in relation to their contact centres in Darwen, Lancashire and Bristol.

**About Cisco Systems**

Cisco Systems, Inc. (NASDAQ: CSCO) is the worldwide leader in networking for the Internet. Information about Cisco can be found at [www.cisco.com](http://www.cisco.com) . For ongoing news, please go to [newsroom.cisco.com](http://newsroom.cisco.com). India news and information are available at [www.cisco.com/in/newsroom](http://www.cisco.com/in/newsroom)

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