

IPcelerate Extends IPsmartSuite to Cisco Unified Communication Manager Express

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[IPcelerate Inc.](#) announced Tuesday it extended its IPsmartSuite VoIP-based applications to small and midsize businesses using the [Cisco Systems Inc.](#) Unified Communications Manager Express (CME). The company also announced a [licensing agreement for the software application with Embarq](#).

[IPsmartSuite was rolled out in spring 2007](#) as an application suite for Cisco's UC500, a system designed for small business with less than 50 employees.

IPsmartSuite solutions, which are delivered in a turnkey appliance, address individual business requirements for defined business sectors, including health care, retail, legal and small-office operations. Users carry out business processes using icon-oriented dashboards on their Cisco IP phones.

IPcelerate CEO Kevin Brown said the latest version of IPsmartSuite is similar to the original except for the addition of capabilities for the larger businesses (up to 250 employees) using CME. For UC500, for example, each vertical package had three dashboards tailored to different user groups while there might be seven or eight for CME.

In the health care sector, for example, the basic package for a doctor's office or clinic would have dashboards for the doctor, nurse and lobby. For a larger medical organization, additional dashboards would be available for administrators, accountants, lab or pharmacy.

"Because we're dealing with a larger business, the functional roles are more clearly defined," Brown said.

In addition to preconfigured dashboards, IPcelerate's channel partners can customize dashboards to their clients' requirements without the need for programming skills.

Brown said IPcelerate has more than 200 partners – mostly Cisco dealers. He said the company is exploring distribution arrangements with additional service providers like Embarq. In addition, he said the company is looking at developing a version of the software that could be hosted rather than premises-based.

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