

Catawba Two Kings Casino – WebEx Calling Migration and Implementation SOW

Executive Summary:

Catawba Two Kings Casino is looking for a partner to design, manage, and implement the migration of its existing on-premise Cisco Collaboration platform to Webex Calling, Cisco's secure, cloud-based unified communications solution. This transition will modernize the casino's collaboration environment, improve reliability, enhance scalability, and reduce operational overhead— while maintaining the compliance, redundancy, and service quality required in the highly regulated gaming and hospitality industry.

Engagement Overview:

The partner of choice will be tasked with upgrading the existing Cisco voice infrastructure at Catawba Two Kings Casino from an on-premise deployment to WebEx Calling. This upgrade will mitigate the upcoming end of support issues and better prepare Catawba Two Kings Casino for ongoing collaboration as the property continues to evolve.

Objectives

1. *Mitigate issues with support from Cisco*
2. *Migrate upcoming end of support CUCM to WebEx Calling*
3. *Minimal Disruption*

Current Voice Environment and Versioning:

- Cisco CUCM – version 12.5
- Expressway – version XXX
- Jabber – version 12.5
- Unity – version 12.5

Engagement Activities:

- *Discovery and Planning:*
 - Conduct a comprehensive analysis and assessment of the existing Cisco voice infrastructure currently running at Catawba Two Kings Casino.
 1. CUCM, call flows, dial plans, hunt groups, analogs, critical operations, etc.
 2. Validate PSTN connectivity and existing ISR routers.
 3. Endpoint analysis and inventory.
 - Meet with all key Two Kings Casino stakeholders to ensure alignment with Two

Kings Casino requirements and expectations.

- Validate SmartNet, Cisco licensing, and software entitlement.
- Verify overall readiness and any required changes to align with the migration to WebEx calling.
- Confirm maintenance windows.
- Work with Cisco Setup Assist team to align with responsibilities.
 - 1. Cisco is required to assist with some of the Cisco specific items associated with a migration from on-premise to WebEx Calling.
- Develop test plan for user-acceptance testing post upgrade.
- Analysis and confirmation of existing Telco connectivity via existing ISR routers
 - 1. Existing Telco providers will be staying intact as part of the migration to WebEx Calling.
- Ensure remote access is setup and tested prior to the start of the design phase.
- *Design:*
 - Architecture & Hybrid Design
 - 1. Define hybrid call control model with Webex Calling as the primary cloud PBX and ISR routers maintaining PSTN breakout.
 - 2. Leverage Local Gateway configuration on ISR routers to integrate existing SIP trunks into Webex Calling environment.
 - 3. Maintain E911, survivability, and local dial plan resiliency through on-prem ISR Local Gateway.
 - 4. Identify requirements for co-existence between Webex Calling and legacy CUCM during phased cutover (if necessary).
 - Dial Plan & Call Routing Design
 - 1. Redesign and normalize dial plan to align with Webex Calling standards while preserving casino-specific numbering schemes.
 - 2. Establish routing logic for inbound/outbound calls through ISR SIP trunks with Webex Calling integration.
 - 3. Map internal call flows (e.g., gaming floor, hotel/resort operations, back-office, and guest services) to ensure continuity.
 - Security & Compliance
 - 1. Validate secure SIP trunk configuration between Webex Calling and ISR routers.
 - 2. Ensure proper integration of Webex Control Hub policies for identity management, role-based access, and usage monitoring.
 - Integration & Interoperability
 - 1. Define coexistence requirements for analog services via analog voice gateways or ISR FXS ports (if necessary).
 - 2. Validate interop for Webex App (soft clients) alongside physical desk phones in casino/hospitality workflows.
 - 3. Plan integration with third-party applications.
 - Resiliency & Failover Design
 - 1. Confirm ISR gateway redundancy and failover behavior to ensure 24/7 PSTN availability for mission-critical casino operations.
 - 2. Design survivability fallback scenarios for internal call routing in case of WAN/Webex Calling outage.
 - Review with Two Kings Casino stakeholders

- *Migration/Implementation:*

- Pre-Implementation Readiness

1. Validate Webex Calling tenant provisioning in Control Hub (domains, org setup, admin access).
2. Configure licenses and subscriptions for all users (Webex Calling, Webex App, devices).
3. Prepare endpoint migration mapping: desk phones, ATAs, conference devices, soft clients.
4. Stage required firmware updates for Cisco endpoints to ensure Webex Calling compatibility.
5. Backup CUCM configurations (dial plan, partitions, hunt groups, user profiles, voice gateways).

- Gateway Configuration

1. Configure existing ISR routers as Local Gateways (LGW) to connect Webex Calling to PSTN via SIP trunks.
2. Test inbound and outbound PSTN call routing through ISR → SIP provider → Webex Calling.
3. Implement redundancy and failover policies on ISR to preserve 24/7 operations.

- Dial Plan and Call Routing Cutover

1. Deploy Webex Calling dial plan in Control Hub and synchronize with ISR Local Gateway.
2. Implement translation patterns, route groups, and digit manipulation as needed to align with legacy extensions.
3. Migrate call flows for critical operations.
4. Test internal dialing between Webex Calling users and analog/CUCM users (if phased coexistence is required).

- Endpoint Migration

1. Register Cisco IP phones directly to Webex Calling (via MRA/Control Hub).
2. Migrate analog services (fax, alarms, elevator phones, paging) via ISR FXS ports or ATAs (if necessary).
3. Configure Webex App (desktop and mobile) for soft client usage, enabling mobility for staff.

- Integration and Feature Validation

1. Configure voicemail services (Webex Voicemail or Cisco Unity integration) and test user mailbox migrations.
2. Validate E911 compliance via ISR gateways (if required).
3. Confirm reporting tools function correctly in the Webex Calling environment.

- Post Implementation Support

1. Monitor Webex Control Hub analytics for call quality, usage, and endpoint registration health.
2. Provide on-site cutover support during the first week post-migration.
3. Establish escalation path with Cisco TAC and Ark Technology Consultants Tier- 2/3 engineers.
4. Deliver finalized as-built documentation.

Investment Summary:

The project will be executed based on a fixed fee arrangement to provide flexibility and budget predictability.

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