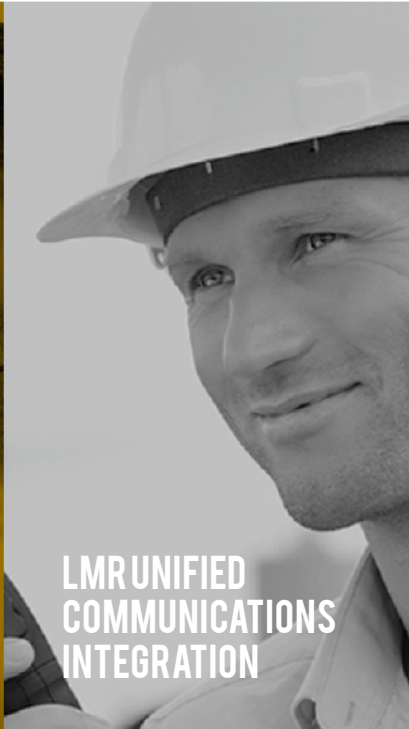




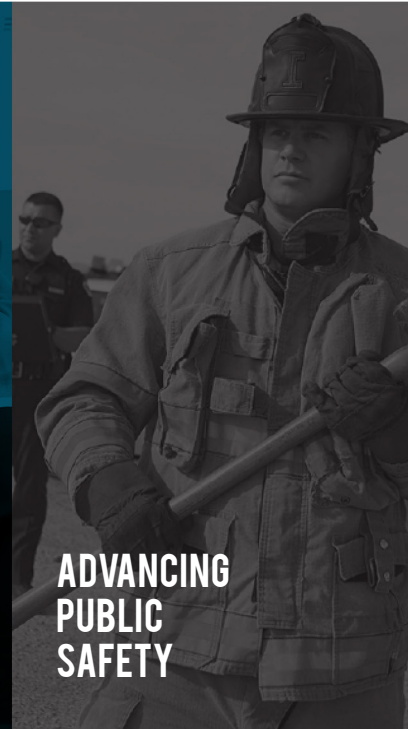
**MAXIMUM
CALL CENTER
COMPLIANCE**



**LMR UNIFIED
COMMUNICATIONS
INTEGRATION**



**DRIVING
BUSINESS
INTELLIGENCE**



**ADVANCING
PUBLIC
SAFETY**



Cistera is a leading business solutions provider and developers of **The Cistera Suite** recording, broadcast and analytics applications with broad integration compatibility.

We empower organizations to listen more effectively, delivering deep business insights

for enhancing the customer experience, increasing revenue, team training, optimizing compliance and safety.

Corporate Executives

Greg Royal ✉
Founder • CEO • CTO

Jim Miller ✉
President • CFO
Operations Director

John Nielsen ✉
VP Sales & Marketing

Kim Louis-Pankey ✉
Marketing Director

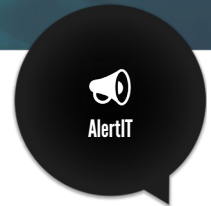
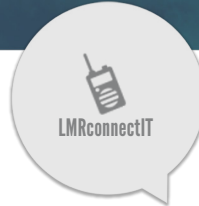
Linda Valentine ✉
Financial Controller

Contact Us
+1-866-965-8646 

cistera

Expert listening and alerting delivered via the cloud or on-site server

The Cistera Suite

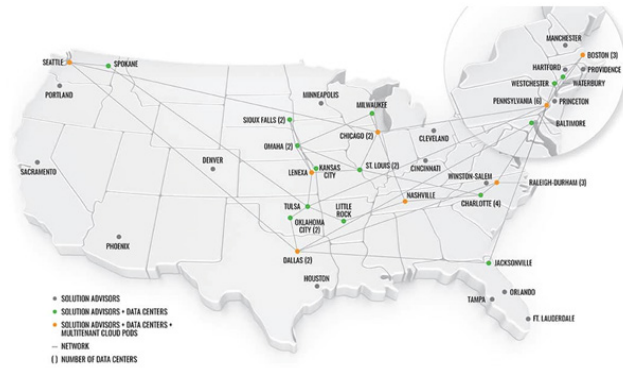


Cistera Cloud

The Cistera Suite for cloud delivery was developed to provide our clients with increased accessibility without compromising on a single feature. Cistera Cloud ensures uptime, reliability and complete scalability without costly IT investment.

We offer connection to our nationwide subscriber network of data centers which are subject to continual audit to ensure security and compliance.

Our broad network of data centers, ensure that servers remain live and unaffected by weather events



Cistera On-Site Server

Not ready to move to the Cloud? Cistera has been delivering hardware and software on-site solutions for over two decades. Cistera Recording and Broadcast Solutions can be implemented on an Cistera provided VM Server or a Customer provided VMWare or Hyper-V server. Control and manage all compliance requirements and software updates in-house.

The Cistera Suite works in conjunction with Cisco Call Manager IP telephony systems

Cistera Virtual Deployment Server Specifications for Cisco UCS and Hyper V

Each option noted has an associated Virtual Deployment Model number (VDM) noted as CCS -XXXX

vSphere 6 is required. If you have a down-rev ESXi version, please upgrade prior to scheduling a Cistera installation or software

When running mission-critical applications such as RecordIT and AlertIT, it is recommended that Cistera be provided with it's own server and dedicated resources

It is recommended that Cistera not be co-resident on a server with applications such as Cisco UCM

When performing an installation of The Cistera Suite on a Cisco UCS VM Server – the proper configurations must be enabled based on the table below. If the configuration does not match the requirements for the CCS selection – the installation will not complete successfully

Installation of The Cistera Suite onto a VM Server requires remote access by the Cistera team

	VDM - CCS 1051 Single Recording Application, limited to up to 25 concurrent recordings - may include Broadcast up to 100 endpoints	VDM - CCS 1651 Up to 2 Recording Applications Ideal for <50 concurrent recording sessions – may include Broadcast up to 500 endpoints
VMWare Environment	Minimum ESXi Version 6.0 or higher is required	
Hyper-V Environment	Windows Server 2016	
CPU	2 vCPU with 1200 MHz reservation	8 vCPU with 3600 MHz reservation
Minimum Memory	4GB with 2 GB reservation	6GB with 4 GB reservation
Storage Capacity	Disk: 1 - 500 GB disk, Disk: 2 – See Disk 2 Threshold Requirements	
Disk 2 Threshold	Disk capacity requirements are noted in Table 3. This value must be set at the time of installation.	
Network	VMXNET 3 – (dependent on the version of ESXi running) For recording applications using SPAN - a second physical NIC in the host set as a SPAN destination port from the switch will have to be added and a second NIC on the guest using that network as eth1.	

Actual VM Requirements may vary depending on the mix of Cistera applications and Licenses deployed within a given installation. Your Cistera Certified Partner along with Cistera's Pre-Sales Engineering team will assist you with determining if any changes to these basic guidelines are required for optimal performance.

The Cistera Suite works in conjunction with Cisco Call Manager IP telephony systems

Cistera Virtual Deployment Server Specifications for Cisco UCS

Large to Enterprise Corporations

	VDM - CCS 2651 Ideal for 2 recording applications – up to 100 Concurrent Recordings, may include Broadcast up to 1000 endpoints	VDM - CCS 5651 VDM - CCS Custom VM All Cistera Recording Applications – concurrent recordings limited by total available vCPU resources Broadcast limitation based on subscription capability
VMWare Version	Minimum ESXi Version 6	
CPU	12 vCPU with 7200 MHz reservation	16 vCPU with 9600 MHz reservation
Minimum Memory	16 vCPU with 9600 MHz	16GB with 12 GB reservation
Storage Capacity	Disk: 1 - 500 GB disk, Disk: 2 – See Disk 2 Threshold Requirements	
Disk 2 Threshold	Disk capacity requirements are noted in Table 3. This value must be set at the time of installation.	
Network	VMXNET 3 – (dependent on the version of ESXi running) For recording applications using SPAN - a second physical NIC in the host set as a SPAN destination port from the switch will have to be added and a second NIC on the guest using that network as eth1.	

Threshold Requirements - minimum required allocation of storage

Disk Space allocation is based on the following criteria. The following numbers represent one year of online storage based on moderate to full use of the recording licenses:

- 1) 1 Megabyte per recorded call minute
- 2) Minimum allocation increment is 1 GB
3. Length of time the call recordings are retained on the server
4. This does not take into account any offloading of recordings or screen shots to secondary storage

Recording License Count	Disk 2 Threshold				
10-50	500GB				
51-100		1TB			
101-250			2TB		
251-500				4TB	
>500					>8TB