

## Cisco Collaborative Professional Services Cisco Unified Messaging Assessment Service



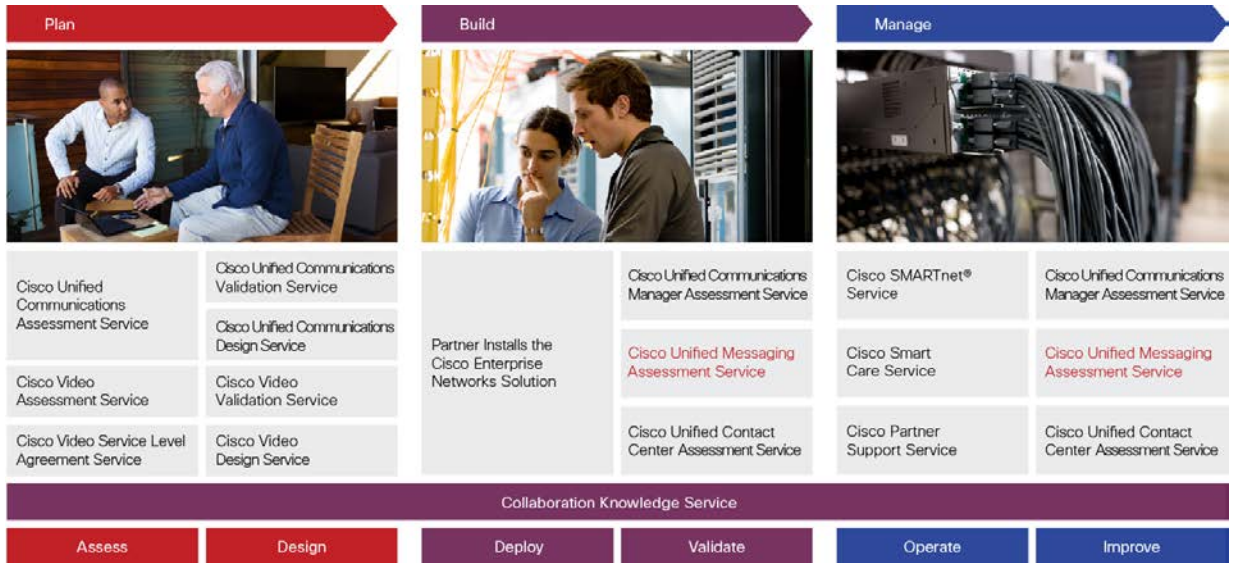
The health and well-being of Cisco® Unified Communications devices and the underlying network infrastructure are critical for IT organizations to meet their day-to-day service-level commitments. The Cisco Collaborative Professional Services Unified Communications Assessment Service provides an automated analysis of customers' foundational network and addresses network stability and reliability needs, recommending Cisco best practices to resolve discrepancies before implementing a Unified Communications solution. Then, the Cisco Unified Communications Assessment Services for Cisco Unified Communications Manager, Cisco Unified Messaging, and Cisco Unified Contact Center Enterprise provide a proactive management solution targeted at the Unified Communications infrastructure.

During the build phase of a project, partners use Cisco Unified Messaging Assessment Service to validate the Unified Communications solution implementation and create as-built documentation for their technical services or managed services practice.

During the manage phase of the network, you use the Cisco Unified Messaging Assessment Service to periodically identify incremental improvements to the Unified Communications solution.

Figure 1 shows how you can deploy the Cisco Unified Communications Assessment Services within your own professional services practice.

**Figure 1.** Unified Communications Assessment Services in the Plan, Build, and Manage Phases



## Benefits

The Cisco Unified Messaging Assessment Service offers these benefits:

- Automates critical processes, reducing staff work load
- Reduces problem incidents and time-to-resolution
- Reduces the complexity and improves manageability, resulting in greater efficiencies
- Contributes to user satisfaction as a result of increased performance and reliability
- Helps lower the cost of ownership by reducing problem incidents
- Helps ensure that customers get the most from their technology and resource investments

## Cisco Unified Messaging Assessment Service Deliverables

The Cisco Unified Messaging Assessment Service is delivered remotely from Cisco's Centers of Excellence Project kickoff and delivery begins within seven business days of order placement. Table 1 describes this service.

**Table 1.** Cisco Unified Messaging Assessment Service

Service	SKU	What It Does	Deliverables	Specializations Required
Cisco Unified Messaging Assessment Service	ASF-CPSA-UMA	Performs an automated analysis to assess the current Cisco Unified Messaging system, including system components, application software, and configuration and functionality data, and compares the data to Cisco best practices. It addresses problem avoidance, performance enhancement, and readiness for the Cisco Unified Messaging unified messaging system.	Cisco Unified Messaging Assessment Report: <ul style="list-style-type: none"> <li>Unified Communications Solution Overview</li> <li>Executive Summary</li> <li>Cisco Unified Messaging Configuration Audit Details</li> <li>Unified Messaging Environment Assessment</li> </ul>	Aligns with eligibility for product resale

The Unified Messaging Assessment Service Report includes the information described in Table 2.

**Table 2.** Unified Messaging Assessment Service Report Details

Section	Description
<b>Unified Communications Solution Overview</b>	<ul style="list-style-type: none"> <li>Describes the customer's Unified Communications implementation, underlying network, and a summary of the customer's business objectives</li> </ul>
<b>Executive Summary</b>	<ul style="list-style-type: none"> <li>Provides a brief summary and issues that were identified during the assessment and global recommendations with priorities for remediation, based on Cisco best practices and methodologies</li> </ul>
<b>Cisco Unified Messaging Configuration Audit Details</b>	<ul style="list-style-type: none"> <li>Verification of the configuration to ensure compliance with Cisco's best practice recommendations for reliable and scalable voice solution</li> </ul>
<b>Unified Messaging Environment Assessment</b>	<ul style="list-style-type: none"> <li>Scalable design to improve the performance of existing Unified Communications Solution through:</li> <li>Verification of hardware OS versions, releases, service packs, configuration settings</li> <li>Verification of Cisco Unified Messaging versions, releases, patch levels</li> <li>Unified Messaging server health check</li> <li>Server placement/scaling/design analysis</li> <li>Application provisioning/configuration audit</li> </ul>

## Hardware and System Specifications

The Cisco Unified Messaging Assessment Service uses the Cisco Unified Communications Audit Tool (UCAT), a modular, flexible, reusable collector platform that collects data from customer network devices and servers. Partners will be provided with instructions about how to download and install the software, as well as how to upload the collected data for analysis by Cisco network engineers.

Cisco recommends the following hardware and system specifications:

- Desktop or any hardware running Intel Pentium Processor or and Microsoft Windows XP/2000/ME
- Admin privileges on the computer
- 2-GB hard drive space
- 512 MB in temp directory
- 1-GB RAM
- 2-GB swap space

Devices included in the collection must be accessible through Simple Network Management Protocol (SNMP) and Telnet polling. Collected data is encrypted and transmitted to Cisco using the UCAT.

## Sizing and Limitations

Limited to 5000 employees (150 to 2000 devices)

## Engagement

The Cisco Unified Messaging Assessment Service is delivered remotely from Cisco's Global Delivery Centers. Project kickoff and delivery begin within seven business days of order placement. Table 3 describes the roles and responsibilities of Cisco and the partner in delivering the services.

**Table 3.** Roles and Responsibilities of Cisco and Partner in Cisco Unified Messaging Assessment Service

Phase	Owner	Description
1.	Cisco	<ul style="list-style-type: none"><li>• Cisco Project Manager schedules and conducts the project kick-off with partner.</li><li>• Cisco Project Manager creates and publishes the project schedule.</li></ul>
2.	Partner and Customer	<ul style="list-style-type: none"><li>• Partner works with the customer to familiarize them with the service, set expectations, and collect information about the customer network.</li></ul>
3.	Partner	<ul style="list-style-type: none"><li>• Partner downloads, installs, and configures the Cisco UCAT software.</li></ul>
4.	Partner	<ul style="list-style-type: none"><li>• Partner runs the UCAT software on the customer's network for a 24-hour period.</li><li>• Partner uploads the collector data to Cisco.</li></ul>
5.	Cisco	<ul style="list-style-type: none"><li>• Cisco network engineers analyze the uploaded data.</li><li>• Cisco produces the reports with recommendations.</li></ul>
6.	Partner	<ul style="list-style-type: none"><li>• Partner reviews the reports, adds their own recommendations, and creates final reports for the customer.</li></ul>
7.	Partner and Customer	<ul style="list-style-type: none"><li>• Partner and customer review the final reports together, agreeing on recommendations to implement.</li></ul>
8.	Partner	<ul style="list-style-type: none"><li>• Partner implements the recommendations on the customer's network.</li></ul>



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