



Cisco® Unified Communications Services for federal agencies enable powerful ways to collaborate with coworkers, citizens, and third-party organizations across any workspace.

The Collaboration Experience

Cisco Unified Communications solutions help federal agencies deliver rich-media experiences across any workspace securely and with optimal quality. The Cisco Collaboration Experience enables:

- Choice and flexibility
- Increased productivity
- Speed and innovation
- Powerful new easy way to collaborate with coworkers, partners, vendors and customers.
- Integration with applications

The combined strengths of Cisco and our partners provide a portfolio of services to help prepare your agencies infrastructure for future changes aligned with your long-term operational goals.

Operational Challenge

Today's federal government organizations have goals of information sharing, better maintaining and optimizing limited resources, eliminating cross-agency redundancy, and upgrading legacy systems. In response, many agencies are seeking to converge and consolidate communication and network infrastructures, and implement new, innovative, and cost-effective technologies to transform operations and facilitate new services.

Solution

Cisco Unified Communications is a comprehensive solution that includes network infrastructure, security, mobility, management applications, services, flexible deployment and outsourced management options, and third-party applications. The Cisco Unified Communications solution helps federal agencies improve the collaboration of staff and agencies, enabling more integrated and effective communications.

Cisco Unified Communications Prepare Services

Align your unified communications and collaborative technology requirements with your agency's mission objectives. These services provide a foundation for deploying a scalable, reliable, high-performance Cisco Unified Communications solution to meet your organizational needs.

Cisco Unified Communications Prepare Services include:

- Cisco Unified Communication Communications Business Justification Service
- Cisco Unified Communications Deployment Strategy Service
- Cisco Unified Communications Collaboration and Innovation Architecture Service

Cisco Unified Communications Business Justification Service

Helps create organizational and financial justification in the prioritization of a Cisco Unified Communications solution. Aligning to your mission objectives, creating solution-use cases, and creating a requirements document are essential.

Cisco Unified Communications Deployment Strategy Service

Consists of an in-depth analysis of your agency requirements, developing current and future unified communication applications strategies to meet your changing organizational needs.

Cisco Unified Communications Collaboration and Innovation Architecture Service

Designed to develop an architectural roadmap based on organizational imperatives and an applications strategy, this service helps provide application predictability and assurance for the future.

Cisco Unified Communications Planning and Design Services

Helps you identify and proactively address crucial organizational and technical considerations before spending time and resources implementing your Cisco Unified Communications solution. Provides a consistent, repeatable methodology to help you successfully plan and design a scalable, resilient, and available architecture. This service includes:

- Cisco Unified Communications Scoped Planning Service
- Cisco Unified Communications Scoped Design Service

Cisco Unified Communications Scoped Planning Service

Helps you prepare your agency, network, and staff through six activities:

- Solution and end-user requirements validation
- Architecture validation
- Network readiness assessment
- Operations support roadmap planning
- Site requirements specification
- Project management

Cisco Unified Communications Scoped Design Service

Identifies network changes required to support your system and helps you prepare your IT staff through four activities:

- Detailed design development
- Site-specific network implementation plan development
- Solution and site acceptance test plan development
- Staff training plan development

Cisco Unified Communications Pre-deployment, Deployment, and Post-deployment Service Bundle

This bundle contains three services Cisco views as essential to successfully deploying your solution:

- Cisco Unified Communications Pre-deployment Assessment Service
- Cisco Unified Communications Deployment Support Service
- Cisco Unified Communications Post-deployment Assessment Service

Cisco Unified Communications Pre-deployment Assessment Service

This service provides a detailed evaluation of your network and staff readiness to support your Cisco Unified Communications solution. Cisco engineers interview your staff and examine your network to understand your goals and requirements. We identify factors that could lead to performance and scalability issues and assess the capability of your operational staff to support the newly deployed solution. Based on assessment findings, we make recommendations to help resolve issues and plan your deployment correctly.

Cisco Unified Communications Deployment Support Service

This service helps reduce deployment time and solve potential problems before they affect communications. Cisco engineers work with your team to review your solution design and confirm its conformance to your organizational requirements and to industry best practices. We provide support in developing a systems acceptance test plan that is used to validate the deployed system's conformance to your specified requirements. This service also provides access to Cisco engineering expertise to effectively support you during the implementation phase of your Cisco Unified Communications solution deployment, whether a Cisco Certified Partner or your in-house staff leads your implementation.

Cisco Unified Communications Post-deployment Assessment Service

After successfully deploying your Cisco Unified Communications solution, post-deployment assessment helps you keep it operating efficiently. Cisco engineers make recommendations for improving the stability, efficiency, and maintainability of your Cisco Unified Communications solution and identify any knowledge gaps that might have emerged during system deployment. Addressing these primary areas sets the stage for optimizing your Cisco Unified Communications solution for peak performance.

Cisco Unified Communications Fast-Track Migration Service

Offered under our Planning and Design service, this service is designed to enable organizations to migrate to Cisco Unified Communications Cisco CallManager 6.x transparently without sacrificing productivity, performance, or security. Following a phased approach, Fast-Track Migration helps ensure the current implementation of your network meets the requirements essential for a transparent migration. We perform lab tests on your communications manager publisher database to verify integrity and correctness, and then develop a migration plan that details critical information required to perform the migration. Cisco engineering expert support during the actual migration delivery brings confidence and peace of mind. This service will allow you to take advantage of richer, more collaborative communications.

Cisco Unified Communications Operate Service

This service helps you maximize your Cisco Unified Communications solution and quickly resolve network incidents by providing software application support, comprehensive monitoring, and specialized engineers. This service also helps improve productivity, increase operational efficiency, and improve performance. Three services are offered to support Cisco Unified Communications systems:

- Cisco Unified Communications Essential Operate Service
- Cisco SMARTnet® Service
- Cisco Unified Communications Remote Management Services

Cisco Unified Communications Essential Operate Service

Provides software updates to help ensure your applications are up to date and run smoothly. You receive 24-hour access to a team of Cisco engineers and certified partners that can quickly identify and resolve application software problems. Depending on your service contract, this service can also protect you with next-business-day advance hardware replacement if a device or system fails. The service offers two options:

- Software application support: Includes full-time phone and remote technical and maintenance support, software maintenance release updates, and access to extensive resources in the Cisco.com knowledge base.
- Software application and server support: Includes the preceding features and next-business-day advance hardware replacement (premium service level options for 4-hour replacement also available) for products purchased as combined hardware and software bundles.

Cisco Unified Communications Essential Operate Service is a prerequisite for purchase of a Cisco Unified Communications Software Subscription, which provides a cost-effective way to predict and plan your unified communications upgrades over a period of years. For more information, visit http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_announcement0900aecd8049ad50.html.

Cisco SMARTnet Service

Award-winning technical support service provides IT staff direct, everytime access to Cisco engineers and Cisco.com resources, helping ensure fast, expert response and accountability to resolve critical network issues.

Cisco SMARTnet Service provides the following:

- Full-time global access to the Cisco Technical Assistance Center (TAC)
- Access to extensive Cisco.com knowledge base and tools
- Next-business-day advance hardware replacement (premium service level options for 2-hour and 4-hour replacement also available)
- Ongoing operating system software updates
- Option available for an engineer to install replacement parts at your location; Cisco SMARTnet Onsite implements Cisco technology expertise and practices to help ensure your network operates at the highest levels

For more information, visit <http://www.cisco.com/go/smartnet>.

Cisco Unified Communications Remote Management Service

Comprehensive, 24/7 monitoring, issue resolution, and management of your converged voice and data network. This service handles the day-to-day management of IP-based communication network infrastructure, system devices, and Cisco Unified Communications applications. Delivered by an experienced team of Cisco Remote Operations Services engineers, this service provides daily support using Cisco leading practices and processes based on ITIL®. By outsourcing daily management tasks to Cisco experts, you receive industry-leading service while maintaining network control and allowing your IT staff to focus on activities strategic to your organization.

For more information, visit <http://www.cisco.com/go/ros>.

Cisco Unified Communications Optimization Service

Operate at peak performance. This service is an extension to Cisco Foundation Technology Optimization Service/Network Optimization Support (NOS), a service that focuses on optimizing core network infrastructure performance, enhancing security, and increasing operational efficiency. This service builds on device-level support with advanced network-level and consultative proactive support that helps you design, implement, operate, and optimize your deployed Cisco network infrastructure. This service provides the following activities:

- **Detailed design report:** Cisco engineers audit the unified communications environment and assess operational readiness to determine the state and health of your Cisco Unified Communications system. Based on audit results, we provide recommendations for correcting deficiencies and keeping your detailed design current and scalable.
- **Stability audit:** Cisco engineers identify potential deficiencies that should be resolved to achieve a stable environment and improve availability. We collect and analyze information about your Cisco Unified Communications infrastructure design, device health, and Cisco Unified Communications application configurations to gauge compliance with Cisco leading practices.
- **Operations support roadmap:** Cisco engineers work with your operational staff to help manage and maintain an efficient Cisco Unified Communications solution. We assess your current operations processes and tools, map and recommend alternatives based on your Cisco Unified Communications support requirements, and develop a Cisco operation support roadmap based on the findings.
- **Proactive software recommendation and security alerts software strategy:** Cisco engineers evaluate the ability of your Cisco Unified Communications solution and application software to meet present and future feature and functionality requirements. We determine software versions and upgrades necessary to support your ongoing service requirements, assess potential hardware and software incompatibilities, and determine whether scheduled events such as hardware upgrades might affect performance and indicate a need for software changes.

Additional activities that can be added to this service in any combination include:

- **Design Consultation:** Determine which Cisco Unified Communications applications would be required to meet organizational needs. Identify potential implications and costs of growth in your network environment as more users, devices, and applications are added.
- **Performance tuning:** Audit configuration templates, scripts, commands, Cisco IOS® Software, and quality-of-service (QoS) levels to gauge their ability to support smooth, efficient delivery of Cisco Unified Communications. Identify opportunities to optimize performance and reliability. Determine the best approach for achieving performance gain.
- **Knowledge transfer and mentoring:** Ongoing knowledge transfer and mentoring increase your staff's knowledge and productivity to improve your ability to identify potential problems and determine strategies to address them.
- **Change support:** Provide accelerated response to manage resolution of any Cisco Unified Communications Priority 1, Priority 2, or Priority 3 Cisco TAC case. At case closure we take the work of the Cisco TAC a few steps further, summarizing the issue, where it originated, and how it was resolved and recommending measures for preventing similar issues in the future.

Benefits

Increase productivity and align with your long term operational goals by delivering a rich-media experience across any workspace. Our solutions help accelerate successful deployment, reduce costs, and drive innovation. Realize the value of your IT and communications investment with a portfolio of services based on world-class expertise from Cisco and our partners.

- Align operational goals with technology capabilities to help ensure your network is built for today and the future.
- Decrease implementation time by helping ensure testing goals and processes are clearly defined and increase productivity by rapidly resolving issues and improving availability.
- Increase Cisco Unified Communications system reliability and efficiency with an effective implementation based on proper architectural objectives, low-level design, and 24-hour access to Cisco application and operating system patches and updates.
- Accelerate productivity benefits and improve performance with proactive, remote system monitoring and management, complementing in-house IT support infrastructure with integrated and thorough technical support.
- Enhance in-house expertise and training by providing access to online tools, a knowledge base, and technical resources.

Why Cisco Services

Today, the network is a strategic platform in a world that demands better integration between people, information, and ideas. The network works better when services, together with products, create solutions aligned with organizational objectives and opportunities.

With a collaborative delivery methodology that joins the forces of Cisco, our network of skilled partners, and our customers, we achieve the best results.

For More Information

For more information about Cisco Unified Communications Services, visit <http://www.cisco.com/go/ucservices> or contact your local Cisco account representative or authorized partner. All Cisco Services might not be available in all theaters.

Cisco Services
Making Networks Work.
Better Together



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San Jose, CA

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Singapore

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