

Cisco Unified Communications Remote Management Services



Our remote, high-visibility, co-management approach gives you complete ownership and control of your converged network.

What You Will Learn

Cisco® Unified Communications Remote Management Services (RMS) help you make full use of the benefits offered by your converged network by identifying and resolving problems more quickly, more accurately, less expensively, and with more visibility than you might be able to achieve on your own.

Service Overview

Cisco Unified Communications RMS provides comprehensive monitoring and management of the devices in your converged network, around the clock. The services systematically monitor your IP-based communication system devices, applications, voice routers, and switches for fault and performance events. From our global network operations centers (NOCs), we resolve incidents and take the lead in co-managing the network as an extension of your IT team.

All the while, you have complete visibility into the state of your network and the status of our work through the Cisco Management Portal. Our advanced reporting technology aggregates select performance, availability, and fault information into real-time, daily, and monthly reports that show traffic, exceptions, availability, and inventory information for your end-to-end Cisco Unified Communications system.

Our remote, high-visibility, co-management approach gives you complete ownership and control of your converged network and peace of mind knowing that Cisco expertise, proven management processes, and advanced management tools are working with you to help increase the value of your network.

Cisco Unified Communications RMS consists of three flexible elements: Monitoring, Management, and Elective Change services. Table 1 summarizes the details of these three elements.

Table 1. Flexible Cisco Unified Communications RMS Elements

Day-to-Day Management Activities	Service Elements		
	Monitoring Service	Monitoring Service plus Management Service	Monitoring Service plus Management Service plus Elective Change Service
Monitoring and notification	●	●	●
Standard reports	●	●	●
Incident resolution: Receive, respond, and resolve P1 to P4 tickets	●	●	●
Problem management: root-cause analysis	●	●	●
Standard changes	●	●	●
Ticket trending and analysis	●	●	●
Configuration support	●	●	●
Customer-requested changes	●	●	●
Application changes	●	●	●
Application of software updates and patches	●	●	●

● Customer responsibility ● Cisco responsibility

Monitoring Service

Monitoring Service is provided by a Cisco Management Application Platform, which includes a highly secure, customer premises monitoring application. Monitoring Service is available as a stand-alone service, or can be combined with one or both of the other services modules to extend the capabilities of your IT team. The Cisco Management Application Platform performs:

- Monitoring of Cisco Unified Communications applications and voice infrastructure solutions
- Root-cause analysis based on business logic to verify incidents
- Ticket generation and remediation recording in a knowledgebase
- Availability and performance monitoring
- Incident detection, recording, analysis, and notification
- Synthetic transaction tests

Monitoring Service also includes:

- Cisco Management Portal for web access to tickets, availability, and performance statistics
- Standard reports for performance, availability, and inventory
- Monitoring application updates and upgrades
- Remote training sessions

Management Service

Management Service works together with the Monitoring Service to resolve incidents, perform root-cause analysis on problems, and implement standard changes. The service includes:

- Engineering support to diagnose and resolve incidents and problems and restore service
- Configuration changes to resolve incidents and problems
- Custom incident notifications: automated email, mobile phone, pager, manual, and telephone

- Review of incident and performance trends requiring proactive attention
- Performance threshold notifications for early warning of pending problems
- Scheduled operational reviews
- Leading practice recommendations for server backup operations

Cisco engineers have extensive experience with Cisco networking and Cisco Unified Communications technologies. Expertise includes:

- CCIE®-certified personnel
- LAN and WAN engineers
- Unified communications engineers
- Unified communications application consultants
- Cisco Unified CallConnector (UCC) engineers
- Cisco UCC application consultants
- VPN and security engineers
- Registered communication distribution designers

Management Service also includes a designated customer relationship manager (CRM), who serves as your primary business interface and escalation resource for Cisco. The CRM will conduct operational audits and schedule periodic reviews to discuss performance trends, identify remediation, and develop plans to help ensure that the service continues to meet your requirements.

Elective Change Service

Elective Change Service is a block of prepaid engineering hours that are used for your requested activities and changes to your Cisco Unified Communications environment. Elective Change Service can be used for the following and more:

- Gateway administration
- Cisco application software upgrades for feature enhancements
- Configuration changes to Cisco software and devices
- Management of call detail record analysis and reporting service
- Telco and carrier coordination
- Capacity planning
- Cisco Computer Telephony Integration (CTI) port and route point integration updates and scripting updates
- Provisioning of applications and interfaces
- Management reporting optimization

By Handling Routine Tasks, Cisco Helps Free Your IT Team for More Productive Tasks

Change is constant in a converged network and can consume the time of your IT team. Adding new network devices, installing OS updates for routers and switches, and providing network access and voicemail for new employees are all time-consuming tasks. Cisco Unified Communications RMS helps you handle these changes by providing a Cisco leading practice for change management,

archiving device configurations, and providing inventory reports. The result is that your IT team is no longer spending time handling these routine, but necessary, activities.

While your team is focused on more strategic initiatives, you can be confident that some of the most experienced Cisco engineers in the industry are managing the day-to-day operations of your network. Cisco engineers are subject-matter experts in all aspects of Cisco Unified Communications systems.

Cisco Unified Communications solutions enable you to use the power of the IP network to simplify communications, increase productivity, and promote business process transformation through advanced communications technology. Cisco Unified Communications RMS helps you accelerate productivity benefits by providing consistent, disciplined management of the converged voice and data network using time-tested business processes, tools, and expertise.

One Size Does Not Fit All

Because a one-size-fits-all service offering will not work for every customer, Cisco Unified Communications RMS is offered in two levels: Standard and Premier. Both levels provide a customer premises monitoring application, extensive automation, extended device support, reporting suites, and intelligent monitoring. Table 2 indicates how the Standard service differs from the Premier service.

Table 2. Cisco Unified Communications Standard and Premier RMS

Activities or Deliverables	Standard Service	Premier Service
Intelligent monitoring	✓	✓
Incident resolution	✓	✓
Problem management	✓	✓
Moves, additions, and changes	✓	✓
Configuration management	✓	✓
Device reporting	✓	✓
Quality-of-service (QoS) reporting		✓
System-level reports		✓
Cisco Unified Presence		✓
Cisco Unified MeetingPlace [®] solution		✓
Cisco Mobility Manager		✓
Do-it-yourself strategy or plans		✓

Cisco Unified Communications Supported Products

Cisco RMS supports all the primary Cisco Unified Communications technologies (Table 3).

Table 3. Cisco Unified Communications Supported Products

Supported Devices	Standard	Premier
Cisco routers*	✓	✓
Cisco switches*	✓	✓
Unified Communications		
Cisco Unified Communications Manager 4.0 to 7.0	✓	✓

Supported Devices	Standard	Premier
Cisco Unified Communications Manager Express	✓	✓
Cisco Unified Communications Manager Business	✓	✓
Cisco Unity® 4.0 to 7.0	✓	✓
Cisco Unity Express 2.0 to 3.0	✓	✓
Cisco Unity Connection 1.0 to 2.0	✓	✓
Cisco Unified Presence 6.0		✓
Cisco Unified Mobility Manager 1.0		✓
Cisco Unified MeetingPlace 5.0 to 6.0		✓
Cisco Unified MeetingPlace Express		✓
Cisco Gatekeeper	✓	✓
Cisco Unified Survivable Remote Site Telephony (SRST)	✓	✓
Cisco VG248 48-Port Analog Voice Gateway	✓	✓
Cisco Unified Contact Center Express		✓
Cisco Unified Mobile Communicator	✓	✓
Cisco Unified Personal Communicator	✓	✓
Cisco IP Communicator	✓	✓
Cisco IP Phone	✓	✓
Cisco public switched telephone network (PSTN) gateways		✓
Core Software Subcomponents		
Microsoft Exchange	✓	✓
SQL	✓	✓
Domino	✓	✓
OS Components		
Microsoft Windows 2000 OS	✓	✓
Microsoft Windows 2003 OS	✓	✓
Red Hat Linux OS	✓	✓
General Hardware Components		
Cisco MCS hardware	✓	✓
Cisco approved HP, IBM, and Sun hardware	✓	✓
Universal Gateways and Access Servers		
Cisco AS5100 Series Software	✓	✓
Cisco AS5200 Series Software	✓	✓
Cisco AS5300 Series Software	✓	✓
Cisco AS5400 Series Software	✓	✓
Cisco AS5800 Series Software	✓	✓
Core Infrastructure		
Domain Name System (DNS)	✓	✓
Network Time Protocol (NTP)	✓	✓

* Monitor only

Benefits

Cisco Unified Communications RMS can help you:

- Achieve immediate benefits from Cisco Unified Communications solutions by managing your converged network using our industry-proven leading practices, networking and unified communications expertise, and innovative tools
- Increase availability and reduce the financial and resource effects of downtime by proactively monitoring your converged network and diagnosing and resolving incidents
- Simplify your operational model by providing day-to-day management of your network

- Reduce total cost of ownership (TCO) through reduced operating expenses by improving the efficiency of your network and the staff that supports it
- Increase agility in adopting advanced technologies by applying proven processes and management practices to your infrastructure
- Enable quick decisions about your network by providing detailed information and status on the Cisco management portal using performance reports, real-time and historical trouble ticket status, and inventory information, 24-hours per day

Through Cisco Unified Communications RMS, Cisco delivers ongoing remote operations management for your Cisco Unified Communications applications and devices to help ensure that they are available, secure, high performing, and support your business goals.

About Cisco Remote Operations Services

Cisco Remote Operation Services (ROS) delivers a suite of services designed to proactively manage, monitor, and protect complex networks and advanced technologies remotely, based on an ITIL® operations model. Cisco ROS anticipates, identifies, and resolves problems with greater accuracy and efficiency and in a more cost-effective manner than most customers typically achieve on their own. Cisco ROS helps customers quickly achieve the business objectives of Cisco advanced technologies, without the IT staff complexities or disruption of network performance that a customer might expect with such an implementation.

Why Cisco Services?

Cisco understands that the network is a strategic platform in a world that demands better integration of people, information, and ideas. The network works better when services, together with products, create solutions aligned with business needs and opportunities. Cisco Services make networks, applications, and the people who use them work better together.

The unique Cisco lifecycle approach to services defines the requisite activities at each phase of the network lifecycle to help ensure service excellence. With a collaborative delivery methodology that joins the forces of Cisco, our skilled network of partners, and our customers, we achieve excellent results together.

Availability and Ordering

Cisco Unified Communications RMS is available globally. Service delivery details may vary by region.



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Cisco Systems, Inc.
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Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices.

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