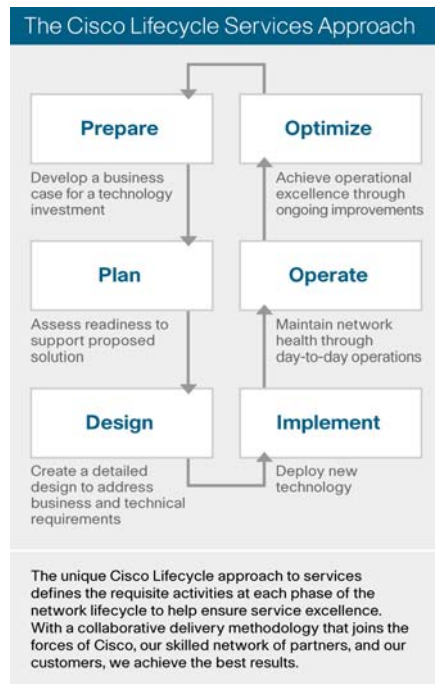


Cisco Unified Communications Remote Management Service



The Cisco® Unified Communications Remote Management Service helps 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

The Cisco Unified Communications Remote Management Service provides comprehensive monitoring and management of the devices in your converged network, 24 hours a day and 7 days a week. From our network operations centers, we take care of the day-to-day management of your system devices, applications, voice routers and switches, LAN switches, Cisco Unified CallManager, Cisco Unity® voicemail, public switched telephone network (PSTN) carrier links,

and interaction with WAN carriers.

All the while, you have complete visibility into the state of your network and the status of our work through the Cisco Remote Operations Services (ROS) 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 maximize the value of your network.

Proven Processes, Advanced Tools, and Cisco Expertise

To operate your converged network, Cisco ROS engineers set thresholds based on industry-leading practices and remotely monitor your devices 24 hours a day, measuring device performance and availability. Based on data gathered through remote monitoring, Cisco ROS engineers remotely manage Cisco Unified Communications system components and the underlying infrastructure devices. Device and fault incidents are compiled in a ticket that details information about the incident, including time, type, and what recommended strategy was suggested or taken by Cisco. The ticket includes detailed information about the incident, the Cisco ROS engineers who worked on the issue, affected sites, and actions taken for remediation.

After an incident is detected, Cisco engineers quickly determine the root cause and take a wide range of steps to resolve the issue. This can include making configuration changes in devices, resolving quality-of-service (QoS) issues, working with vendors to replace devices, or working with carriers on PSTN issues. More than 97 percent of our tickets are resolved remotely. In those few instances when it is necessary to resolve an issue onsite, we handle all aspects of the onsite visit. We are your single point of accountability – 24 hours a day.

All of this is made possible through the use of advanced remote management tools. Although no management tool or service provider can identify all Cisco Unified Communications incidents proactively, on average 70 percent of our tickets are generated by our proactive monitoring technology, which means we can often fix an issue before your users notice a problem or your business is affected.

Change is constant in a 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 ROS 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 ROS engineers are subject matter experts in managing all aspects of Cisco Unified Communications systems, as described in Table 1.

Table 1. Voice Applications and Infrastructure Supported by Cisco Unified Communications Remote Management Service

Voice Applications	Voice Infrastructure
<ul style="list-style-type: none"> • Cisco Unified CallManager software • Cisco Unified CallManager Express software • Cisco Unity® software • Cisco Unity Express software • Cisco Personal Assistant software 	<ul style="list-style-type: none"> • Cisco Catalyst® 2900 and 4000 Families • Cisco Catalyst 3550, 3560, and 6500 Series Switches • Cisco 7800 Series Media Convergence Servers • Cisco 1700 Series Modular Access Routers • Cisco 1800, 2800, and 3800 Series Integrated Services Routers • Cisco 2600 and 3600 Series Multiservice Platforms • Cisco 3700 Multiservice Access Routers • Cisco 7200 Series Routers • Cisco AS5300 Series Universal Gateways • Cisco VG248 48-Port Analog Phone Gateway

Cisco Unified Communications enables customers to use the power of the IP network to simplify communications, increase productivity, and promote business process transformation through use of advanced communications technology. The Cisco Unified Communications Remote Management Service helps you to accelerate productivity benefits by providing consistent, disciplined management of the converged voice and data network using time-tested business processes, tools, and expertise. The complete list of activities and deliverables is detailed in Table 2.

Table 2. Cisco Unified Communications Remote Management Service

Activity	Deliverable
Monitor IPC system	Documented request for change (RFC) tickets
Diagnose incidents	24-hour monitoring and management
Define remediation actions required to resolve incident	Web portal

Activity	Deliverable
Resolve incident, which can include managing break/fix service request, applying software updates and patches, or managing hardware replacements	Recommendations to remediate an incident
Perform day-to-day operational changes in your network, including logical move, adds, changes, and deletions	Performance, availability, and fault reports available through Cisco ROS portal
Perform daily backup configurations for Cisco OS, Cisco Catalyst OS, and servers	Configuration management
Report	Change management
Manage maintenance of third-party equipment	

Benefits

The Cisco Unified Communications Remote Management Service helps you to:

- Realize immediate benefits from Cisco Unified Communications by managing your converged network using our industry-proven leading practices, Cisco networking and Unified Communications expertise, and innovative tools
- Increase availability and minimize 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 operational costs and simplify staffing complexity: tools, integration, hiring, training, and retention
- Increase agility with 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 ROS portal using an active map, CIO dashboard, performance reports, real-time and historical trouble ticket status, and inventory information, 24 hours per day

Through the Cisco Unified Communications Remote Management Service, Cisco delivers ongoing remote operations management for your Cisco Unified Communications system to help ensure it is available, secure, high performing, and supporting your business goals.

Summary

Using the Cisco Lifecycle Services approach, Cisco and its partners provide a broad portfolio of end-to-end services and support that can help increase your network's business value and return on investment. This approach defines the minimum set of activities needed, by technology and by network complexity, to help you successfully deploy and operate Cisco technologies and optimize their performance throughout the lifecycle of your network.

Why Cisco Services

Cisco Services make networks, applications, and the people who use them work better together.

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 business needs and opportunities.

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 the best results.

Availability, Ordering, and Further Information

The Cisco Unified Communications Remote Management Service is available in geographic locations to U.S.-headquartered companies. Services are delivered in English, and translation services are used where necessary. Translation services can be purchased separately. The Cisco Unified Communications Remote Management Service is delivered as a monthly subscription service, and contract terms range from 12 to 36 months. The Cisco Unified Communications Essential Operate Service is a prerequisite for the Cisco Unified Communications Remote Management Service. Cisco SMARTnet[®] is also a prerequisite for voice-enabled switches, routers, and gateways. The Cisco Unified Communications Subscription Service is highly recommended. For more information about Cisco ROS, visit <http://cisco.com/go/ros> or contact your Cisco services account manager.

Cisco Services.
Making Networks Work.
Better Together.



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