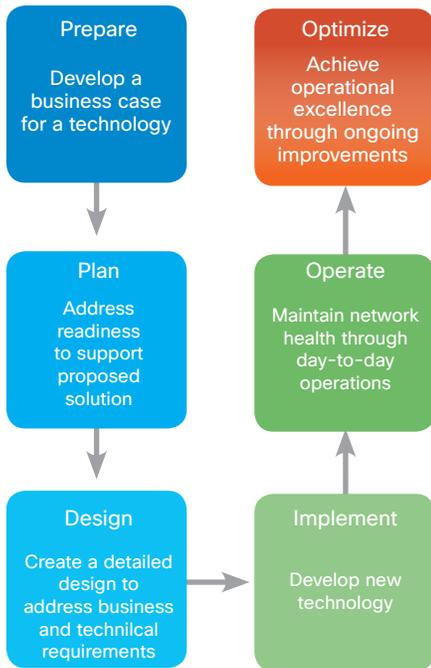


Cisco Unified Communications Optimization Service



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.

Help Your Cisco Unified Communications Solution Operate at Peak Performance

Maintaining a reliable, high-performance network helps prepare your Cisco Unified Communications (UC) Solution to deliver communication services and applications when you need them.

This Service Helps You

- Improve the stability, security, and efficiency of your Cisco Unified Communications Solution
- Reduce risk of downtime
- Increase expertise of in-house IT staff
- Develop a comprehensive growth plan addressing current and future requirements

This service consists of four core services and five optional services.

Core Services Include

- UC Ongoing Design Support
- UC Proactive Software Recommendation Report
- UC Software Security Alerts
- UC Stability Audit

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UC Ongoing Design Support

Ongoing maintenance and enhancement of the voice-detailed design helps your Cisco Unified Communications Solution meet current and future requirements. Cisco engineers audit the voice environment and assess operational readiness to determine the health of your Cisco Unified Communications Solution. Based on findings, they provide consultative support to help correct deficiencies and ensure your detailed design scales with your business needs.

UC Proactive Software Recommendations Support

Continuous availability during routine maintenance and system-level upgrades is one result of an optimized Cisco Unified Communications Solution. Cisco engineers evaluate the capabilities of the Cisco Unified Communications Solution's current software to meet your current and future requirements. They also determine the software versions and upgrades necessary to support your ongoing service requirements. Engineers assess potential problems, such as hardware and software incompatibilities, and review whether scheduled events such as hardware upgrades might affect performance and require software changes.

UC Software Security Alerts

Cisco provides proactive analysis of security advisories to determine the impact it may have to your Unified Communications Solution. In addition, recommendations of action are presented in order to repair and protect the network from any future issues that would result from any advisories. These recommendations are delivered to you through Software Security Alerts (SSA) after public release of the security advisory.

Unified Communications Stability Audit

The collection and analysis of several key areas of your network which identifies deficiencies within the system and should be resolved to reach a stable environment based on leading best practices and proven working models. This includes analysis of the Cisco Unified Communications network infrastructure, Cisco Unified Communications Manager, Unified Communications Manager Express, Unity Connection, Unity, Unified Contact Center Express, voice gateways, hardware and software, Unified Operating Systems, Unified IP Phone loads, and various other Cisco Unified Communications applications.

Optional services include:

Continuous availability during routine maintenance and system-level upgrades is one result of an optimized Cisco Unified Communications Solution. Cisco engineers evaluate the capabilities of the Cisco Unified Communications Solution's current software to meet your current and future requirements. They also determine the software versions and upgrades necessary to support your ongoing service requirements. Engineers assess potential problems, such as hardware and software incompatibilities, and review whether scheduled events such as hardware upgrades might affect performance and require software changes. To avoid these risks, organizations must plan prior to embarking on an ESS journey, so that they are prepared to address roadblocks such as:

- **Unified Communications Change Support** - Performed on a reactive and ongoing basis. Intended to cover operational issues that arise during the course of the year, usually after break-fix and network down emergency TAC service requests. Consists of both unscheduled and scheduled change support.
- **UC Remote Knowledge Transfer Session** - Provides engineers direct and interactive communications. Delivers training such as whiteboard sessions, virtual web conferencing sessions, or transfer of information mentoring tailored to the specific needs of the customer.

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- **UC Incident and Problem Management Services** - Provides building blocks to enhance Incident and Problem Management processes through enabling key serviceability and platform tools. Preventative activities will be utilized to minimize the adverse effects of unplanned incidents and recurring problems.
- **UC Implementation Support** - Provides project continuity and supports network implementation of a designed IP Communications system in a network by providing subject matter expertise.
- **UC Applications Strategy** - Identifies a clear application roadmap based on business requirements and potential transformative opportunities.
- **UC Security Assessment** - Provides security assessment report, and recommendations and risk analysis of Unified Communications network infrastructure, the call processing system, endpoints and applications.
- **UC Business Alignment** - Identifies opportunities for business transformation through Cisco Unified Communications Solutions.
- **UC Gap Resolution Services** - Provides two unique deliverables including Staffing and Expertise, and Proactive Problem Management. The Staffing and Expertise deliverable will help you determine the appropriate roles, responsibilities, and skills of your staff in order to maximize operational success. Proactive Problem Management enables you to better align your workflow diagrams with these skills and improve Unified Communications services.
- **UC Network Testing Services** - Verification and validation of your Cisco Unified Communications Solution through detailed remote examination by a Cisco engineer.
- **Unified Communications Operational Risk Management Analysis** - Gap analysis and improvement plan for the successful operation of a unified communications environment. Analyzes “Day two” support areas core to on-going operational excellence and UC service availability.
- **Collaboration Change Management Service** - Detailed planning and execution of changes in Cisco Collaboration technologies in order to maximize the success and adoption rate in your organization

Availability, Ordering, and Contact information

For more information about Cisco Unified Communications Optimization Service visit www.cisco.com/go/ucservices, or contact your Cisco service account manager.

Why Cisco Services

Realize the full business value of your communications investments with smart, personalized services from Cisco and our partners. Cisco Services' networking expertise and a broad ecosystem of partners enable you to successfully plan, build, and run your network as a powerful business platform. Whether you are looking to quickly seize new opportunities to meet rising customer expectations, improve operational efficiency to lower costs, mitigate risk, or accelerate growth, we have a service that can help you.

Cisco services. *smarter together*



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