



# Cisco Digital Media Systems Remote Management Service for Media Experience Engine at a Glance

## Assuring the Experience of Cisco Digital Media Systems

The Cisco® Media Experience Engine (MXE) is a media processing device that allows customers to create different media experiences that can be shared across the network from any source to any video endpoint. This network-based appliance also provides postproduction capabilities such as video composition, authoring, watermarking, and text and image overlays. The prime use case is for media processing of files shared between Cisco digital signage and desktop video solutions.

The Cisco Digital Media Systems (DMS) Remote Management Service for MXE provides proactive availability and performance monitoring and comprehensive, remote management of the Cisco MXE solution.

## Maximum Value That Promotes Productivity

The Cisco MXE supports an environment that requires high-end media processing and addresses industry challenges such as operational overhead, compatibility with newer media-ready devices, costly studio fees for graphics enhancements, and the inability to reach broad audiences. Realizing the full potential of the Cisco MXE requires a highly available and well-performing environment. Remote management by Cisco engineers with experience in video technologies and converged networks combines the use of leading operational practices to proactively maximize performance and availability with the expertise required to quickly restore service in the event of a system fault. Maintaining new technology and the diverse aspects of this environment can strain in-house IT departments. For enterprises looking to increase productivity and control operational costs, using Cisco's expertise means more time and resources to focus on core business areas.

The Cisco DMS Remote Management Service for MXE provides proactive monitoring, management, and reporting that are secure and convenient,

reducing downtime and operational expenses. These services reduce frustration with deployment of a new technology, increase utilization of the technology, and allow customers to retain complete control of their environment while consistently delivering a high-quality digital media experience.

Table 1 shows activities and deliverables for the Cisco DMS Remote Management Service for MXE.

Table 1 Cisco DMS Remote Management Service for MXE Activities and Deliverables

Activities	Deliverables
Monitoring of Cisco MXE system	24-hour proactive monitoring and management of the Cisco MXE
Proactive notification of system faults	Automatic notification of faults to your inbox or any email-enabled device
Rapid restoration of service	Expert support staff always available to troubleshoot faults and restore service
Expert change and release management	Change and release management activities align with customer policies and processes, while applying Cisco leading practices

## Customer Benefits

The Cisco DMS Remote Management Service for MXE is an effective alternative to self-managed options that lets customers focus on the business transformation aspects of DMS solutions instead of day-to-day operations. These services help enterprises achieve the full range of DMS business benefits, including improved staff productivity, reduced operational costs, and increased availability and performance. Customers also gain:

- Control of the environment without the burden and cost of day-to-day management
- A consistently high-quality user experience that supports increased utilization of the Cisco MXE solution
- Service assurance from Cisco experts to proactively safeguard against downtime and provide rapid response to issues



- The ability to use Cisco's world-class remote management tools and ITIL® processes
- Alignment of IT investments to business strategy, availability, and performance requirements

## Why Cisco Services?

Cisco Services are in a class by themselves, delivering world-renowned networking, infrastructure, and remote management experience and knowledge that are translated into the delivery of emerging technologies. Our holistic view into customers' experiences allows our customers all the benefits and value that come from a consistent performer. With a range of service choices to address product lifecycles, we offer the flexibility our customers require to address their business strategy in a way that suits the way their business operates. These distinctions set us apart in the industry and assure the service excellence and innovation our customers have come to expect.

Cisco Remote Management Service expertise helps to protect and optimize customers' investments in Cisco emerging technologies. Access to knowledgeable and efficient resources can improve organizations' business agility, help companies realize greater return on investments, reduce the total cost of ownership, and simplify IT challenges.