



What Is Cisco Remote Management Services?

Cisco Remote Management Services (RMS) is a suite of services that help accelerate the possible business benefits from Cisco advanced technologies. These services cover the outtasked management and monitoring of network infrastructure, system devices, and applications across:

- Cisco Unified Communications, including Cisco Unified Contact Center
- Cisco TelePresence™
- Cisco Foundation Technologies
- Cisco Data Center
- Cisco Security solutions

Co-Managed Service Partnership Based on ITIL® Standards

Based on ITIL® standards, Cisco RMS experts help customers to anticipate, identify, and resolve issues more accurately, less expensively, and with more visibility than they can usually do on their own. Customers immediately benefit from a comprehensive, consistent, and coherent framework for IT service management across three critical processes:

- Incident management: to detect and restore interruptions to service
- Problem management: to identify root causes of incidents, where possible, and provide recommendations for prevention
- Change management: to manage the approval, build, test, and implementation phases to reduce undesired effects

Built upon the principles of co-management and outtasking, Cisco RMS offers a happy medium between complete outsourcing and self-management strategies. Only selected services are contracted out instead of whole business processes. Cisco RMS service agreements are very flexible and ideally suited to today's fast-changing business environments.

Cisco Unified Communications RMS, Including Cisco Contact Center

Cisco RMS provides comprehensive monitoring and management of Cisco Unified Communications and voice 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. Cisco RMS also provides monitoring and management of Cisco Unified Contact Center customer service infrastructure.

Cisco TelePresence RMS

Cisco offers expert day-to-day management of the Cisco TelePresence solution, including the foundation and Cisco Unified Communications devices of the converged network components carrying the voice, data, and video traffic. Cisco TelePresence RMS covers Cisco TelePresence Select Operate and the Cisco TelePresence Remote Assistance Service and includes remote assistance, incident management, problem management, change management, and availability and performance reporting.

Cisco Foundation Technology RMS

Cisco Foundation Technology RMS services provide remote network management for everyday LAN and WAN infrastructure operations, as well as network tuning to improve the performance of business applications. As an experienced team of Cisco RMS engineers help to unlock new operational efficiencies and provide increased levels of business protection, customer IT staff can focus on more strategic activities without worrying about simpler network tasks. Cisco Foundation Technology RMS includes the Cisco Security IntelliShield Alert Manager Service.

Cisco Data Center RMS

Cisco Data Center RMS services offer expertise, support processes, and best-in-class management tools for data center services that are:

- Focused on the delivery and acceleration of application content

- Focused on server management, including discrete and blade servers
- Focused on virtualized environments

Cisco Security RMS

Cisco Security RMS delivers security intelligent information services; reduces business risk; and manages threat, event, and compliance across all Cisco security solutions, including Cisco Security Access Control, Cisco Security Intrusion Prevention, and Cisco Security Virtual Private Network (VPN).

What Are the Benefits of Cisco RMS?

Cisco Remote Management Services help your organization accelerate the productivity and business benefits from Cisco advanced technologies through:

- Improving the efficiency of networks and of the staff supporting them
- Reducing operating expenses by improving the efficiency of operational processes and tools

Cisco RMS also increases your network availability and improves business agility by:

- Proactively monitoring your network and assessing availability trends
- Proactively identifying security breaches

Why Cisco?

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

For More Information

Cisco Remote Management Services are available globally. Service delivery details might vary by region. For more information about this and other Cisco Remote Operations Services, visit www.cisco.com/go/ros or contact your local account representative.