



## Assuring the Experience of Cisco TelePresence CTS 500

Cisco TelePresence™ lets users in different locations interact as easily and effectively as if they were in the same room. The result is highly productive remote collaboration: a powerful competitive advantage in today's global business environment.

The Cisco TelePresence CTS 500 brings the in-person experience directly into several primary applications, including private office use, personal on-demand banking, hotel concierge services, remote healthcare services, and in-store retail expertise. With these varied applications, customers can scale for subject matter experts and specialists and conduct personnel reviews, job interviews, and one-on-one negotiations, all at the touch of a button.

## Unique Value for Specific Application

For organizations that do not require the full-scale proactive management provided with the Cisco TelePresence Select Operate and Remote Assistant services, the Cisco TelePresence Expert Access Service addresses business concerns for cutting costs without compromising access to Cisco expertise. Exclusively designed for the CTS 500, this service helps customers manage their Cisco TelePresence deployments and achieve an optimum balance across varying business needs.

The Cisco TelePresence Expert Access Service fulfills the demand for operational excellence in mixed environments while addressing the reality of limited budgets. The solution transparently integrates with other Cisco TelePresence remote management service offerings to meet the needs of organizations that want to extend the reach of their in-house resources, but do not require automatic generation of tickets.

The Cisco TelePresence Expert Access Service provides the same high-quality Cisco TelePresence remote management service with a fine combination of people, processes, and technology to respond to our customers' needs for flexible service options.

Table 1 shows activities and deliverables for the Cisco TelePresence Expert Access Service.

## Customer Benefits

The Cisco TelePresence Expert Access Service is an effective alternative to self-managed options that lets customers focus on their core business competencies instead of day-to-day operations. The service is a viable option for improving staff productivity, reducing operational costs, and increasing availability and performance. Customers also gain:

- The full scope of our collective and extensive Cisco TelePresence experience to achieve operational excellence
- Service assurance from Cisco experts to safeguard against downtime and provide rapid response to issues
- The ability to use Cisco® world-class remote management tools and ITIL® processes
- Alignment of IT investments to business strategy, availability, and performance requirements for full value

Table 1. Cisco TelePresence Expert Access Service Activities and Deliverables

Activities	Deliverables
24x7 proactive monitoring	Collection of call statistics
24x7 service desk support	Anytime assistance
Responsive ticketing	Expert staff on hand for assistance in opening a customer-requested service ticket
Remote incident management	Once a ticket is opened at the request of the customer, network support staff troubleshoot incidents to remediate faults and restore service
ITIL® processes and methodologies	Holistic visibility of Cisco TelePresence users allows for analyzing and resolving issues faster
Remote software upgrades	Managed changes/updates performed by experts
Online metrics reports	Utilization reports and call metrics using interactive web portal with satellite mapping for insight, fast decision making



## 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.