

Cisco TelePresence Remote Management Service

SIMPLIFIED MANAGEMENT FOR YOUR CISCO TELEPRESENCE SOLUTION



Cisco TelePresence® conferencing takes interaction and collaboration to a new level by offering solutions that let users in different locations interact as easily and effectively as if they were in the same room.

What Problems Need to Be Solved?

Cisco TelePresence is a converged solution that includes high-definition video, spatial audio, Cisco® foundation technology, and Cisco Unified Communications components. This environment requires continuous monitoring and management by engineers with expertise in voice, data, and video technologies. Maintaining the advanced technology and diverse aspects of the environment can be outside the scope of in-house IT departments. For customers looking to increase productivity and manage costs, using the expertise and strategic approach of Cisco can provide efficient solutions to incidents and problems as they arise so you can continue to focus on your core business instead of day-to-day operations.

Cisco TelePresence Remote Management Service

Cisco TelePresence Remote Management Service (RMS) helps ensure the optimal Cisco TelePresence solution user experience. Cisco and our partners proactively and transparently identify and quickly resolve issues

with Cisco TelePresence managed components by comprehensively monitoring and managing the solution to achieve high levels of availability and performance. Service features and benefits can include:

- Proactive monitoring and ticketing of all managed components to help ensure the maximum availability and overall health of the system 24 hours a day, 7 days a week
- Remote Assistance Service Desk access for inquiries and assistance with Cisco TelePresence use, incident triage, and opening service requests, 24 hours a day, 365 days a year
- Proactive management of incident alarms, including ticketing, severity-based prioritization, resolution, and engagement of Technical Assistance Center
- Problem management, including analysis of incident trends to identify patterns or systemic conditions and root cause on request
- Change management including changes to resolve an incident or problem, changes to respond to a critical vulnerability, and standard changes to reconcile a known error
- Lifecycle email notification, including constant and consistent notification regarding incident status
- RMS upgrades that can provide enhanced monitoring capabilities, support for new Cisco TelePresence hardware and software products, management portal improvements, and reporting enhancements
- Basic training on how to use the resources of the managed service and instructions on whom to call for assistance

What Are the Benefits of the Cisco TelePresence Remote Management Services?

Cisco TelePresence Remote Management Service offers cost-effective alternatives to self-managed options so customers can focus on the business transformational aspects of the Cisco TelePresence solution instead of the technology. These services help enterprises achieve the full range of Cisco TelePresence business benefits, including improved staff productivity, reduced operational costs, and increased availability and performance.

Availability and Ordering

Services are available globally. Service delivery details might vary by region.

For More Information

For more information about Cisco TelePresence Remote Management Service, visit www.cisco.com/go/rms or contact your local account representative.



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Cisco TelePresence RMS Service Levels

Cisco TelePresence RMS is available in three service levels to help ensure that the overall user experience is the best one possible. [Cisco TelePresence Essential Operate Service](#), the system-level support service for critical elements of the Cisco TelePresence solution, is a prerequisite for any Cisco TelePresence RMS purchase.

The **Assisted Management** service level delivers proactive remote monitoring and management of Cisco TelePresence endpoints and underlying network to help ensure a high level of customer satisfaction in terms of product reliability, usability, and availability. Table 1 shows primary activities and deliverables included at the Assisted Management level.

Table 1. Cisco TelePresence RMS: Assisted Management Service Level

Activities	Deliverables
Monitor Cisco TelePresence system	24-hour monitoring and management of the Cisco TelePresence devices and underlying network components
Help desk support	24x7 access to service desk representatives available for immediate support and expert engineering escalation, and answers to "How do I" support questions
Identify managed component performance faults	Automatic notification of managed component faults using email and web portal
Provide a web portal with standard reports for day-to-day systems monitoring and analysis	Web-accessible reports with data related to incident tracking and system utilization
Diagnose and define remediation actions required to resolve incidents	Engineering support staff troubleshooting incidents 24 hours a day to remediate faults and restore service
Provide change management and standard changes for operational consistency, efficient productivity, and visibility	Change control process in place for incident-related changes

The **Enhanced Management** service level provides all the benefits and supporting services included at the Assisted Management level and adds an additional layer of support through proactive problem management: a preemptive supporting service with the goal of preventing incidents before they occur. This service level provides periodic reviews of incident trends and tickets to predict and help prevent future service-disrupting incidents, increasing ROI and overall user satisfaction. Table 2 shows the additional activities and deliverables included at the Enhanced Management service level.

Table 2. Cisco TelePresence RMS: Enhanced Management Service Level

Activities	Deliverables
Install software upgrades for endpoints and infrastructure components	Cisco installation of primary software upgrades and patches
Configuration management	Change control process implemented in conjunction with software upgrades and patches
Enhanced reporting	Expands report usability by allowing choice of enhanced report templates
Proactive problem management process	Cisco engineers proactively review incidents on a regular basis and make recommendations for change to prevent future incidents
TelePresence room service	Biannual on-site technician visits to help ensure that equipment and Cisco TelePresence rooms remain in an optimum state of readiness
Customer relationship manager	Provides an operationally focused resource for personal support and management of day-to-day issues

The **Comprehensive Management** service level includes high-touch services designed to increase peace of mind for high-volume customers while also providing the best possible user experience. Table 3 shows the additional activities and deliverables included at the Comprehensive Management service level.

Table 3. Cisco TelePresence RMS: Comprehensive Management Service Level

Activities	Deliverables
Advanced customer relationship manager	A higher touch operationally focused resource for maximum peace of mind
Room scheduling	Cisco RMS Service Desk schedules meetings based on customer requests submitted by phone or email
VIP event monitoring	Cisco designated technical support engineer will be assigned to monitor the metrics of the VIP event

Supported Devices

Devices covered by Cisco TelePresence Remote Management Service include:

- Devices monitoring the primary video network path that supports Cisco TelePresence and management of the termination router in your data center
- Managed components on your network that support the Cisco TelePresence solution including TelePresence video end-points and infrastructure devices.