



Maximum Value That Promotes Productivity

Realizing the full potential of the Cisco Digital Media System requires a highly available and well-performing environment. Remote Management Services help customers achieve this by assuring the experience with consistent operable excellence.

Table 1 shows service activities and benefits for Cisco DMS Remote Management Services.

Table 1. Cisco DMS Remote Management Services Activities and Benefits

Service Activities	Benefits
Proactive monitoring and management 24 hours a day, 365 days a year	Maximizes solution availability, minimizes business effects
Incident management	Use Cisco expertise, best practices, ITIL® methodologies and processes
Automatic notification of faults to your inbox or any email-enabled device	Clear, prompt communication upon business effects
Operational information	Detailed visibility to business effects, Mean Time to Respond (MTTR) using interactive web portal
Responsive problem management	Controlled troubleshooting for more chronic and complex issues
Elective change management, content management, and asset management	Block of elective hours (outside of typical problem management associated with service) offered to respond to specific customer needs, when needed
Co-management approach	Focus on strategic priorities instead of daily operations; retain complete control of environment as well as access to DMS infrastructure

*Cisco SMARTnet for DMS is a prerequisite for all Cisco DMS Remote Management Services.

The Cisco® Digital Media System (DMS) is a comprehensive suite of applications that uses a single, centralized management platform to full advantage for flexible management and publishing of rich digital media:

- Cisco Digital Signage for scalable, centralized management and publishing of high-quality content to networked, on-premises digital signage displays. (Cisco Enterprise TV can easily be added without additional hardware.)
- Cisco Enterprise TV; an interactive application that delivers on-demand video and live TV channels and broadcasts over an IP network to digital displays using the same hardware as digital signage.
- Cisco Desktop Video for access to on-demand videos and live webcasts at the desktop. Users can browse, search, and view digital media over the web anywhere, any time through a unique, easy-to-use Cisco Video Portal.

These solutions provide the full advantage of Cisco technology to transform the way businesses communicate and offer organizations compelling advantages for reaching thousands of customers and users. Digital media systems increase sales, enhance customer experiences, and facilitate learning. Support from Cisco Services includes deployment, solution development, content creation, and operability to help ensure a successful digital media experience.



Cisco Digital Media System Remote Management Services

Assuring the Experience of Cisco Digital Media Systems

At-A-Glance



Customer Benefits

For organizations looking to increase productivity and control operational costs, using Cisco's expertise means more time and resources to focus on core business areas.

Cisco Services allow organizations to gain the full advantage of DMS implementations: experience with IP-based rich media management and publishing, familiarity with digital media design and implementation, and adeptness to stay ahead of technology curves to anticipate current and future business needs. With Cisco Services for DMS, a full array of comprehensive expertise awaits you to support your experience. These services play a critical role in successful deployment and ongoing operation and are designed specifically for Cisco Digital Media System solutions to:

- Accelerate the business benefits of Cisco DMS solutions by assessing the effects of the solution on the network and physical environments and addressing issues before they arise
- Decrease deployment times and enable smooth integration and interoperability
- Protect all elements of the solution through a world-class, dedicated support environment that utilizes ITIL® processes
- Support the delivery of a high-quality solution that aligns technical expertise to business requirements
- Proactively safeguard against downtime and provide expert response for optimal performance

Why Cisco Services?

Cisco Services deliver 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, while protecting and optimizing customers' investments in Cisco emerging technologies.

Cisco Services engage with a collaborative delivery methodology that joins the forces of Cisco, our skilled network of advanced technology partners and our customers to achieve the best results. With a range of service choices to address product lifecycles, we offer the flexibility our customers require for business agility that responds to the way their organization operates. 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. These distinctions set us apart in the industry and assure the service excellence and innovation our customers have come to expect.

