

Cisco Remote Management Services Managing Complex Networks ... Every Day

Cisco Remote Management Service is today's most reliable, effective, efficient way to monitor and manage converged networks, maintain optimum performance and reduce costs.

→ The increasing challenge of managing converged environments

Realizing the promise of today's converged network environments requires sophisticated management. But you aren't in business to manage complex technologies – you need to stay focused on customer satisfaction, competitive differentiation, innovation and other factors that lead to business success, while at the same time having a network that adds to your competitive advantage.

With Cisco managing your foundation technology, unified communications or security systems you can:

- Reduce operating costs
- Improve customer service
- Increase network visibility
- Improve operational efficiencies
- Increase business agility with advanced technologies
- Reduce staffing complexities
- Increase productivity of the IT team
- Enhance system security
- Focus on business needs and challenges
- Improve network availability

Foundation Technology ▪ Unified Communications ▪ Security

Cisco is the worldwide leader in networking – from the foundation technology that makes up the network infrastructure, to the latest platforms and applications for unified communications and security. Our Cisco Remote Management Services monitor and manage complex networks every day, with every possible combination of devices, advanced applications and solutions ... and we do it with unparalleled efficiency and quality.

→ People, Processes and Tools for peace of mind

Successfully managing complex networks is all about having the right resources – experienced people, proven operational *processes* and effective management *tools*. Cisco Remote Management Services leverage those critical resources to anticipate, identify and resolve network issues and problems quickly and accurately... which gives you peace of mind!

→ Who's minding the store? IT Staff vs. Management Software vs. Cisco Remote Management Services

Consider the alternatives for managing your network:

IT Staff – Do they have all the required expertise and experience? What about the cost?

Management Software – Can software tools possibly deliver real expertise and value? Can it truly support your business objectives? What happens if there is a critical situation or outage?

Cisco Remote Management Services – The best of all worlds. Using a co-management approach, Cisco is a trusted extension of your IT team. Much more than an outside resource, RMS is an always-on remote presence, providing network monitoring, fault management, configuration support and performance reporting without ever taking control of your network.

“If you look at what remote operations management does at a very base level – the value proposition to IT managers and C-level executives is that we can manage more networks, systems and elements at a lower price and better quality than you can internally or otherwise. It is a very compelling value proposition!”

– Eric Goodness, Gartner

Remote Management Services put Cisco expertise inside your network

Cisco Remote Management Services puts Cisco – the worldwide leader – right inside your network! Our co-management approach leverages proven Cisco knowledge, expertise, processes and tools for comprehensive, optimum management of your network.

- 24x7 monitoring and alarm notification for all networked devices, applications, and security events
- End-to-end issues management: generating tickets, troubleshooting, remediation
- Logical MACDs and release management
- Daily configuration management
- Reporting: Fault, Performance, Inventory, Configuration, Security
- Remote Management Services Dashboard with 24-hour access



People:

Knowledge and expertise for intelligent problem detection, analysis and resolution



Processes:

Effective, efficient management and communication of incidents and issues



Tools:

Pro-active system monitoring and report generation

→ Proven value and a track record of success

The critical network management services delivered by Cisco ROS bring exceptional value to any enterprise:

- Unparalleled expertise in a comprehensive suite of Remote Management Services
- Proven Cisco processes and industry-leading practices not available anywhere else
- Exceptionally cost-effective approach to managing networks
- Maximum network availability and reliability, allowing you to focus on the business
- Improved security posture
- Simplified staff requirements, freeing your people for business-critical activities
- Effective co-management approach where you maintain full network visibility and control

Learn how your business can benefit from Cisco RMS ... every day!

An investment in Cisco Remote Management Services is a good technological decision ... and a great business decision!

Learn more – contact us at **1-800-638-7658** or **ros_info@cisco.com**. We'll show you the many ways Cisco Remote Management Services can address your unique network management needs, and bring significant benefits to your business.

→ www.cisco.com/go/ros

Cisco Services.
Making Networks Work.
Better Together.

Cisco manages complex networks with more network devices, voice applications and security products ... more comprehensively ... with unparalleled success.

- 10+ years of remote IT infrastructure management experience
- 800 customers
- 40,000 devices managed
- Thousands of security and IP communication servers and devices under contract
- Millions of events handled, 99.99% successfully resolved remotely

Our *Lifecycle Services* approach, which defines required activities by technology and network complexity, ensures successful deployment and operation of Cisco technologies, and optimum performance throughout the lifecycle of your network.