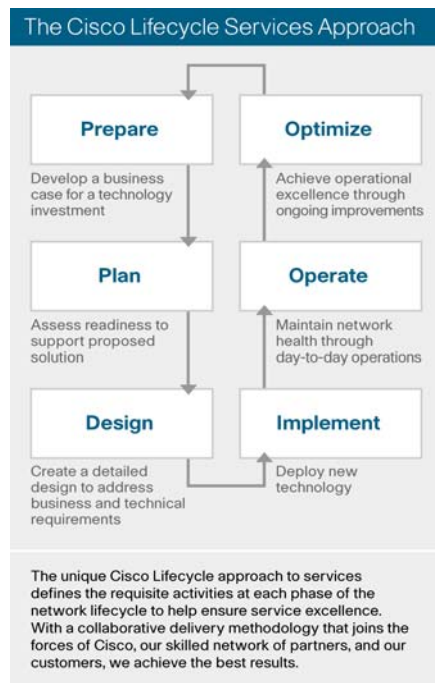


Cisco Unified Communications Services

Improve total cost of ownership and speed return on investment by accelerating Cisco® Unified Communications deployment.



Challenge

Cisco Unified Communications Solutions unify voice, video, data, and mobile applications on fixed and mobile networks, delivering a media-rich collaboration experience across business, government agency, and institutional workspaces. These applications use the network as the platform to enable easy collaboration every time, everywhere, everyone's included.

The challenge is to accelerate these business transformation benefits through rapid and effective deployment.

Solution

Cisco and our certified partners can help you deploy a secure, resilient Cisco Unified Communications solution, meeting aggressive deployment schedules and accelerating business advantage. Our portfolio of services is based on proven methodologies for unifying

voice, video, data, and mobile applications on fixed and mobile networks.

Our unique lifecycle approach to services defines the requisite activities at each phase of the solution lifecycle. Customized upfront planning and design services focus on creating a solution that meets your business needs. Award-winning technical support increases operational efficiency. Remote management services simplify day-to-day operations, and optimization services enhance solution performance as your business needs change.

Planning and Design

Cisco Unified Communications Scoped Planning and Design Services

Cisco Unified Communications Scoped Planning and Design Services help you to identify and proactively address crucial business and technical considerations before you expend time and resources implementing your Cisco Unified Communications solution.

These services provide a consistent, repeatable methodology to help you successfully plan and design a scalable, resilient, and available converged network and to prepare your staff to use and support it. Cisco engineers with years of experience designing and deploying voice solutions assess your needs and work with you and our certified partners to get the most value out of your migration. Cisco engineers are experts in unified communications and can identify critical gaps in the technical and operational aspects of deployments.

Cisco Unified Communications Scoped Planning and Design Services can be tailored to meet the needs of your organization and include two services:

- Cisco Unified Communications Scoped Planning Service
- Cisco Unified Communications Scoped Design Service

Cisco Unified Communications Scoped Planning Service

Planning for the successful implementation of a converged voice and data network begins with a holistic, accurate approach to capturing requirements, validating your proposed architecture, assessing network and site readiness, and managing the project. Cisco helps you prepare your network, staff, and business for Cisco Unified Communications through six service activities:

- Solution and end-user requirements validation
- Architecture validation
- Network readiness assessment
- Operations support roadmap planning
- Site requirements specification
- Project management

Cisco Unified Communications Scoped Design Service

Developing a detailed design is essential to reducing risk, delays, and the total cost of your Cisco Unified Communications deployment. Plans for implementing and testing your system and preparing your staff are your guides for accelerating successful deployment and preparing your organization.

Cisco Unified Communications Scoped Design Service considers your business and technical requirements, identifies network changes required to support your system, and helps you prepare your IT staff through four service activities:

- Detailed design development
- Site-specific network implementation plan development
- Solution and site acceptance test plan development
- Staff training plan development

Cisco Unified Communications Predeployment, Deployment, and Postdeployment Service Bundle
Cisco can help you identify and proactively address crucial technical and business issues before you expend time and resources implementing your Cisco Unified Communications solution.

Cisco engineers with years of experience in voice solution deployment assess your needs and can work with you and our certified partners to get the most out of your migration. Cisco engineers are experts in unified communications who can identify critical gaps in the technical and operational aspects of deployments.

We can gauge how prepared you are to deploy your Cisco Unified Communications solution and help you get ready. Deliverables that help with successful deployment include reports, recommendations, and action plans.

This bundle contains three services Cisco views as essential to successfully deploy your solution:

- Cisco Unified Communications Predeployment Assessment Service
- Cisco Unified Communications Deployment Support Service
- Cisco Unified Communications Postdeployment Assessment Service

Cisco Unified Communications Predeployment Assessment Service

A detailed evaluation of network and staff readiness to support your Cisco Unified Communications solution is necessary before any new implementation. Cisco engineers interview your staff and examine your network to understand your business goals and technical requirements. We identify factors that could lead to performance and scalability problems later on, and we assess the capability of your operational staff to support the newly deployed solution. Based on assessment findings, we make recommendations to help you resolve issues and plan your deployment correctly.

Cisco Unified Communications Deployment Support Service

A well-defined and well-implemented test plan can help reduce deployment time and solve potential problems before they affect communications. Cisco engineers work with your team to review your solution design and confirm its conformance to your business requirements and to industry best practices. We support your staff in developing a systems acceptance test plan and in using that plan to validate the deployed system's conformance to your specified requirements.

In addition, this service provides access to Cisco engineering expertise to effectively support you during the implementation phase of your Cisco Unified Communications solution deployment, whether your implementation is led by a Cisco Certified Partner or your voice staff.

Cisco Unified Communications Postdeployment Assessment Service

After successfully deploying your Cisco Unified Communications solution, postdeployment assessment helps you keep it stable and operating efficiently. Cisco engineers make recommendations for improving the stability, efficiency, and maintainability of your Cisco Unified Communications solution and identify any knowledge gaps that might have emerged during system deployment. Addressing these primary areas sets the stage for optimizing your Cisco Unified Communications solution for peak performance.

Operate

Cisco and our certified partners help you make full use of your Cisco Unified Communications system and quickly resolve network incidents by providing you with access to software application support, comprehensive monitoring, and specialized engineers. Cisco Operate Services can help increase operational efficiency, improve Cisco Unified Communications performance, and lead to higher productivity. Cisco offers three services in the operate phase to support Cisco Unified Communications systems:

- Cisco Unified Communications Essential Operate Service
- Cisco SMARTnet[®] Service
- Cisco Unified Communications Remote Management Service

Cisco Unified Communications Essential Operate Service

Cisco Unified Communications Essential Operate Service provides software updates to make sure your applications run smoothly and are up to date. You receive 24-hour access to a team of Cisco engineers and channel partners that can quickly identify and resolve Cisco Unified

Communications application software problems. Depending on your service contract, the Cisco Unified Communications Essential Operate Service may also protect you with advance hardware replacement if a device or system fails. The service offers two options:

- Cisco Unified Communications software application support includes full-time telephone and remote technical and maintenance support, software maintenance release updates, and access to extensive resources in the Cisco.com knowledge base.
- Cisco Unified Communications software application and server support includes all the preceding features, as well as advance hardware replacement with the option of an onsite field engineer for products purchased as combined hardware and software bundles.

Cisco Unified Communications Essential Operate Service is a prerequisite for purchase of a Cisco Unified Communications Software Subscription. A Cisco Unified Communications Software Subscription provides a cost-effective way to predict and plan your unified communications upgrades over a period of years. For more information on Cisco Unified Communications Software Subscription, visit:

www.cisco.com/en/US/products/sw/voicesw/ps556/products_announcement0900aecd8049ad50.html.

Cisco SMARTnet Service

Cisco SMARTnet Service is an award-winning technical support service that gives IT staff direct, anytime access to Cisco engineers and Cisco.com resources to help ensure the fast, expert response and accountability you require to resolve critical network issues.

Cisco SMARTnet Service provides the following:

- Fulltime global access to the Cisco Technical Assistance Center (TAC).
- Access to the extensive Cisco.com knowledge base and tools.
- Next-business-day advance hardware replacement (premium service level options for 2hour and 4hour replacement also available).
- Ongoing operating system software updates.
- Option available for an engineer to install replacement parts at your location. Cisco SMARTnet Onsite implements Cisco technology expertise and practices to help ensure that your network operates at the highest levels.

Cisco Unified Communications Remote Management Service

Cisco Unified Communications Remote Management Service provides 24-hour comprehensive monitoring and management of the devices in your converged network. Cisco Unified Communications Essential Operate Service is a prerequisite for this service.

From network operations centers, Cisco takes care of the day-to-day management of your network infrastructure, applications, and carrier interaction. At the same time, you have complete visibility into the state of your network and the status of Cisco engineers' work through the Cisco Remote Operations Services portal. Advanced reporting technology aggregates select performance, availability, and fault information into real-time, daily, and monthly reports. The Cisco remote, high-visibility, comanagement approach gives you complete control of your converged network.

Cisco engineers apply Cisco leading practices and remotely monitor your devices 24 hours a day, measuring device performance and availability. Based on data gathered through remote monitoring, Cisco engineers remotely manage your Cisco Unified Communications system components and the underlying infrastructure devices.

Optimize

Cisco Unified Communications Optimization Service

Cisco Unified Communications Optimization Service helps your Cisco Unified Communications solution operate at peak performance and stay up to date. This service is an extension to Cisco Foundation Technology Optimization Service/Network Optimization Support (NOS), an in-depth service that focuses on optimizing your core network infrastructure performance, enhancing security, and increasing operational efficiency. The service builds on device-level support with advanced network-level support and consultative proactive support that help you design, implement, operate, and optimize your deployed Cisco network infrastructure. Cisco Unified Communications Optimization Service consists of the following four service activities in the areas of network support and continuous learning.

Detailed Design Report

Cisco engineers audit the voice environment and assess operational readiness to determine the state and health of your Cisco Unified Communications system. Based on audit results, we provide recommendations for correcting deficiencies and for keeping your detailed design current and able to scale with your business needs.

Cisco Unified Communications Stability Audit

Cisco engineers identify potential deficiencies in the Cisco Unified Communications system that should be resolved to achieve a stable environment and improve availability. Engineers collect and analyze information about your Cisco Unified Communications infrastructure design, device health, and Cisco Unified Communications application configurations to gauge compliance with Cisco leading practices.

Cisco Unified Communications Operations Support Roadmap

Cisco engineers work with your operational staff to help manage and maintain an efficient Cisco Unified Communications solution. Cisco will discover your current operations processes and tools, map and recommend alternatives based on your Cisco Unified Communications support requirements and our best practices, and develop a Cisco operation support roadmap based on their findings.

Proactive Software Recommendation and Security Alerts Software Strategy

Cisco engineers evaluate the ability of your Cisco Unified Communications solution software and application software to meet your present and future feature and functionality requirements. We determine the software versions and upgrades necessary to support your ongoing service requirements, assess potential hardware and software incompatibilities, and determine whether scheduled events such as hardware upgrades might affect performance and indicate a need for software changes.

Additional activities that can be added to this service in any combination include:

- **Cisco Unified Communications Design Consultation:** Cisco can help you determine which Cisco Unified Communications applications would be required to meet your business objectives and identify the potential implications and costs of growth in your network environment as more users, devices, and applications are added.
- **Performance Tuning:** Cisco engineers audit your configuration templates, scripts, commands, Cisco IOS[®] Software, and quality-of-service (QoS) levels to gauge their ability to support smooth, efficient delivery of Cisco Unified Communications. We determine the

most proactive approach for achieving performance gains by identifying opportunities to optimize performance and reliability.

- **Knowledge Transfer and Mentoring:** Ongoing knowledge transfer and mentoring increase your staff's knowledge and productivity to help improve your ability to identify indications of potential problems and determine strategies to address them.
- **Cisco Unified Communications Change Support:** Cisco engineers can provide an accelerated response to manage resolution of any Cisco Unified Communications Priority 1, Priority 2, or Priority 3 Cisco Technical Assistance Center (TAC) case. At case closure we take the work of the Cisco TAC a few steps further, summarizing the issue and how it originated and was resolved and recommending measures for preventing similar issues in the future.

Benefits

Cisco Unified Communications Services allow you to realize the cost savings and productivity gains associated with a converged IP network. Delivered by Cisco and our channel partners, this comprehensive array of services facilitates strategic planning and deployment of your Cisco Unified Communications network. The services help increase application availability while providing the assistance and online information you need to keep your converged network operating smoothly. In addition, they help you to:

- Decrease implementation time by helping ensure testing goals and processes are clearly defined and based on Cisco best practices.
- Increase Cisco Unified Communications system reliability and efficiency with an effective implementation based on proper architectural objectives and low-level design.
- Increase productivity achieved with a Cisco Unified Communications system by rapidly resolving issues and improving availability.
- Increase operational efficiency and maintain high availability by providing easy, 24-hour access to Cisco application and operating system patches and updates.
- Enhance in-house expertise and training by providing access to online tools, a knowledge base, and technical resources.
- Complement your in-house IT support infrastructure with an integrated and thorough technical support services solution.

Why Cisco Services

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

Today, 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.

The unique Cisco Lifecycle approach to services defines the requisite activities at each phase of the network lifecycle to help ensure service excellence. With a collaborative delivery methodology that joins the forces of Cisco, our skilled network of partners, and our customers, we achieve the best results.

For More Information

For more information about Cisco Unified Communications Services, visit www.cisco.com/go/ucservices or contact your local Cisco account representative. All Cisco Services may not be available in all theaters.

Cisco Services.
Making Networks Work.
Better Together.



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