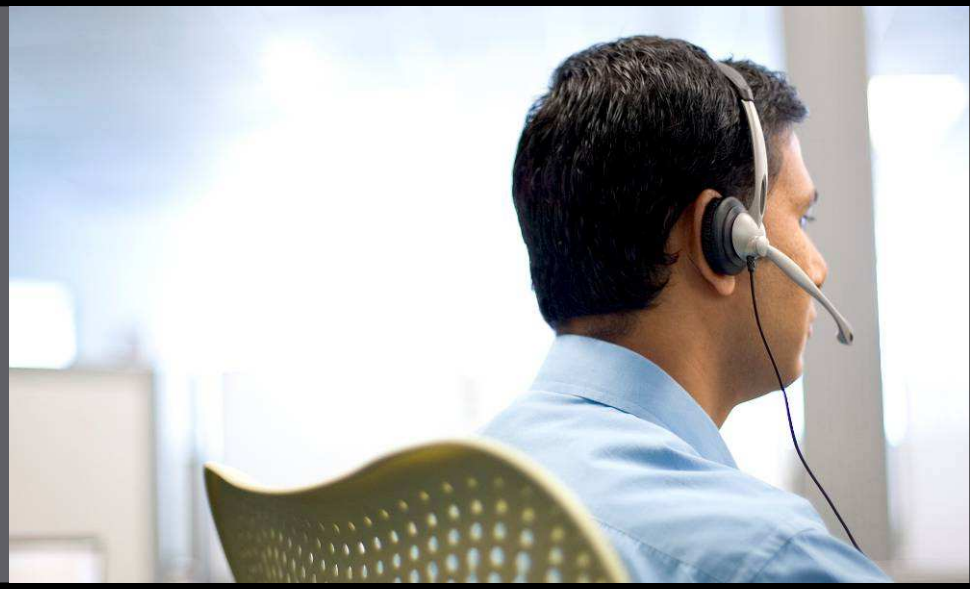
Cisco Services.

Making Networks Work.
Better Together

Cisco Unified Communications Services



Amit Garg

Principal Consultant- Advanced Services

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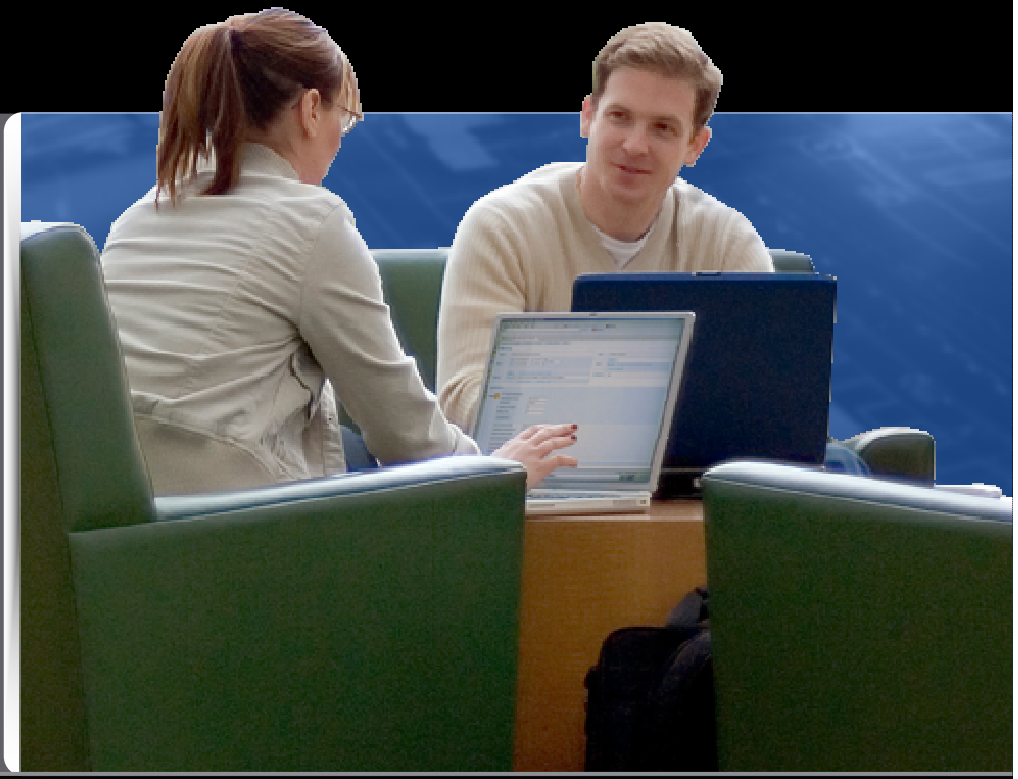
Network Evolution and Cisco Life Cycle



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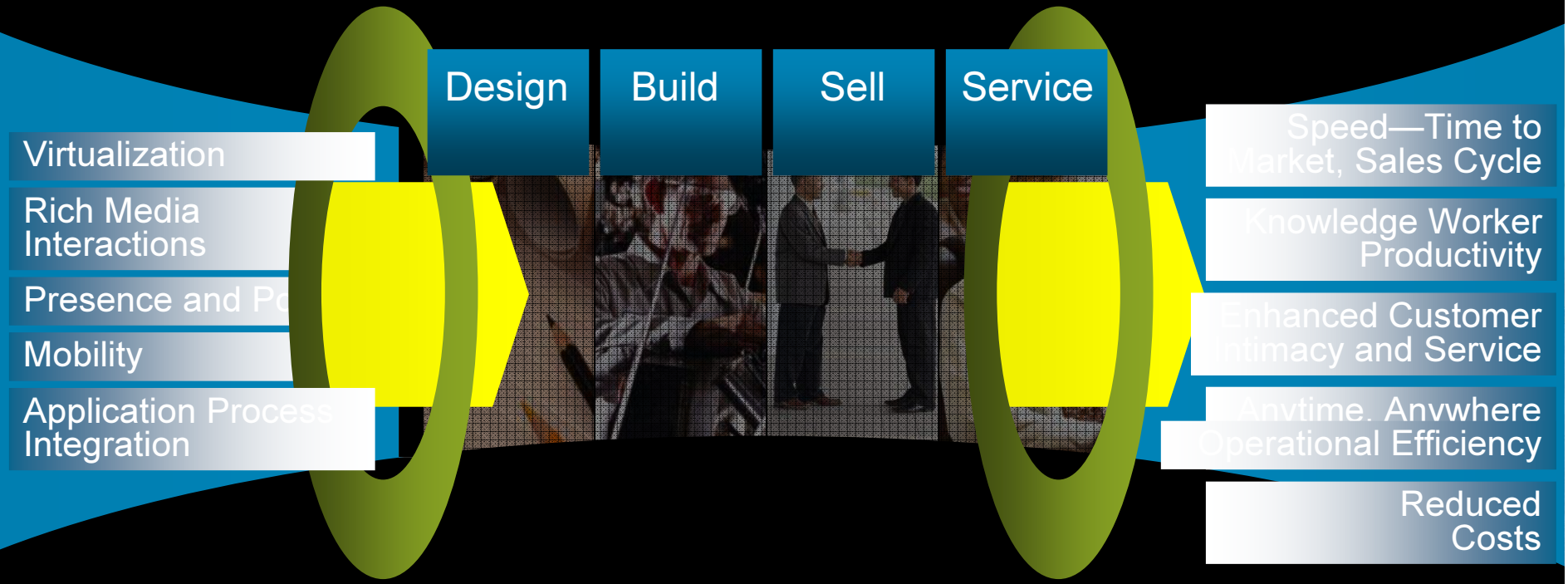
Transforming Business Process with Cisco Unified Communications



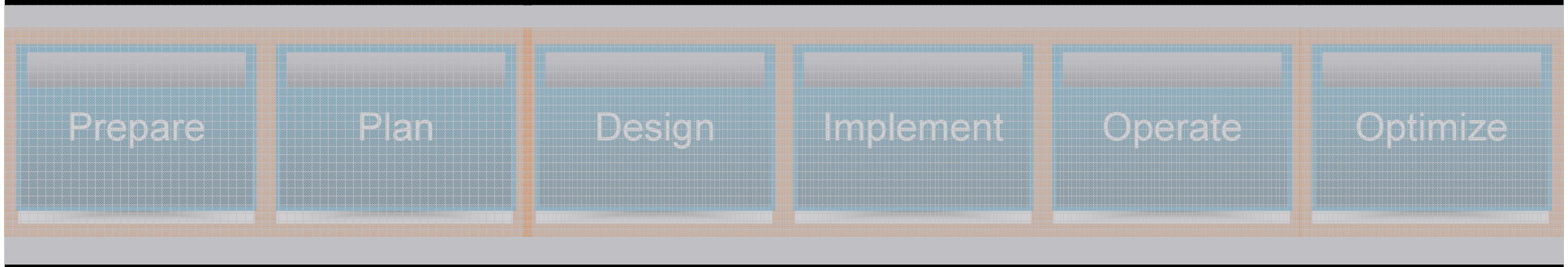
Business Services

Business Processes

Business Benefits

Traditional Approaches to Service and Support—Basic and Limiting

Today, a Coordinated Sequence of Activities Is Needed for Success In Deploying and Operating Technologies and Optimizing their Performance



Prepare and Plan Effectively to Set the Stage for Sound Design

Progress Smoothly into Operations

Continually Adapt to Changing Business Requirements

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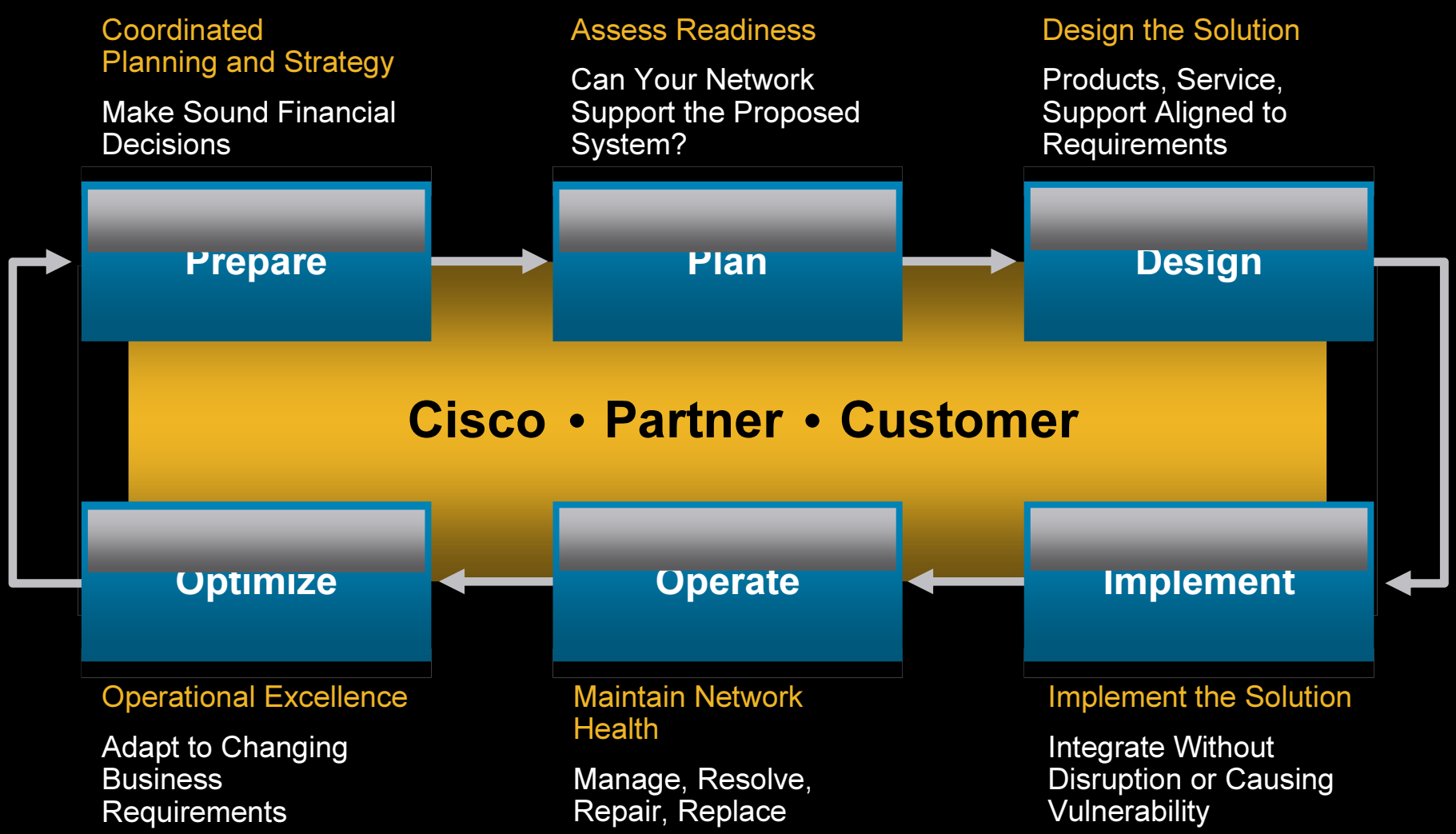
The Solution: A Lifecycle Approach to Service and Support



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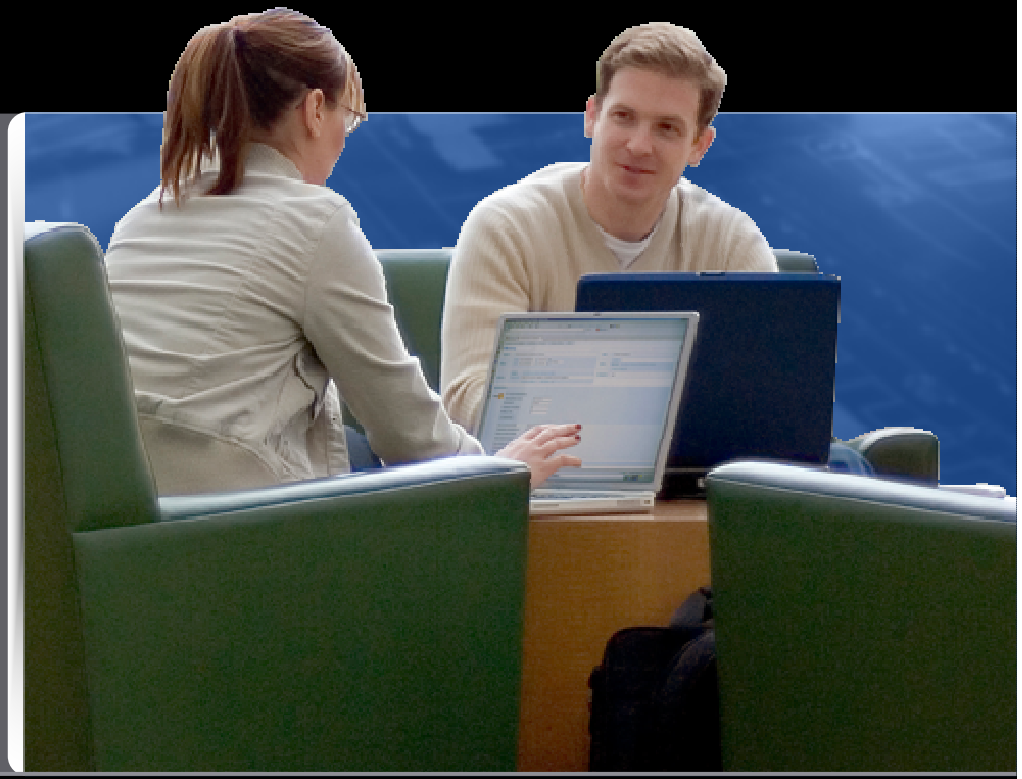
Cisco Unified Communications Services



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Services Accelerate Success with Unified Communications

Comprehensive approach to successfully deploy a secure, resilient network

Increase operational efficiency with award-winning services

Services based on proven methodologies to meet deployment schedules

Cisco Unified Communications Systems

Accelerate True Business Value with

Cisco Unified Communications Services

Enables Effective Communications that Directly Impact Businesses' Top and Bottom Line

Improves Total Cost of Ownership

Helps maintain business continuity

Minimizes disruption to application availability

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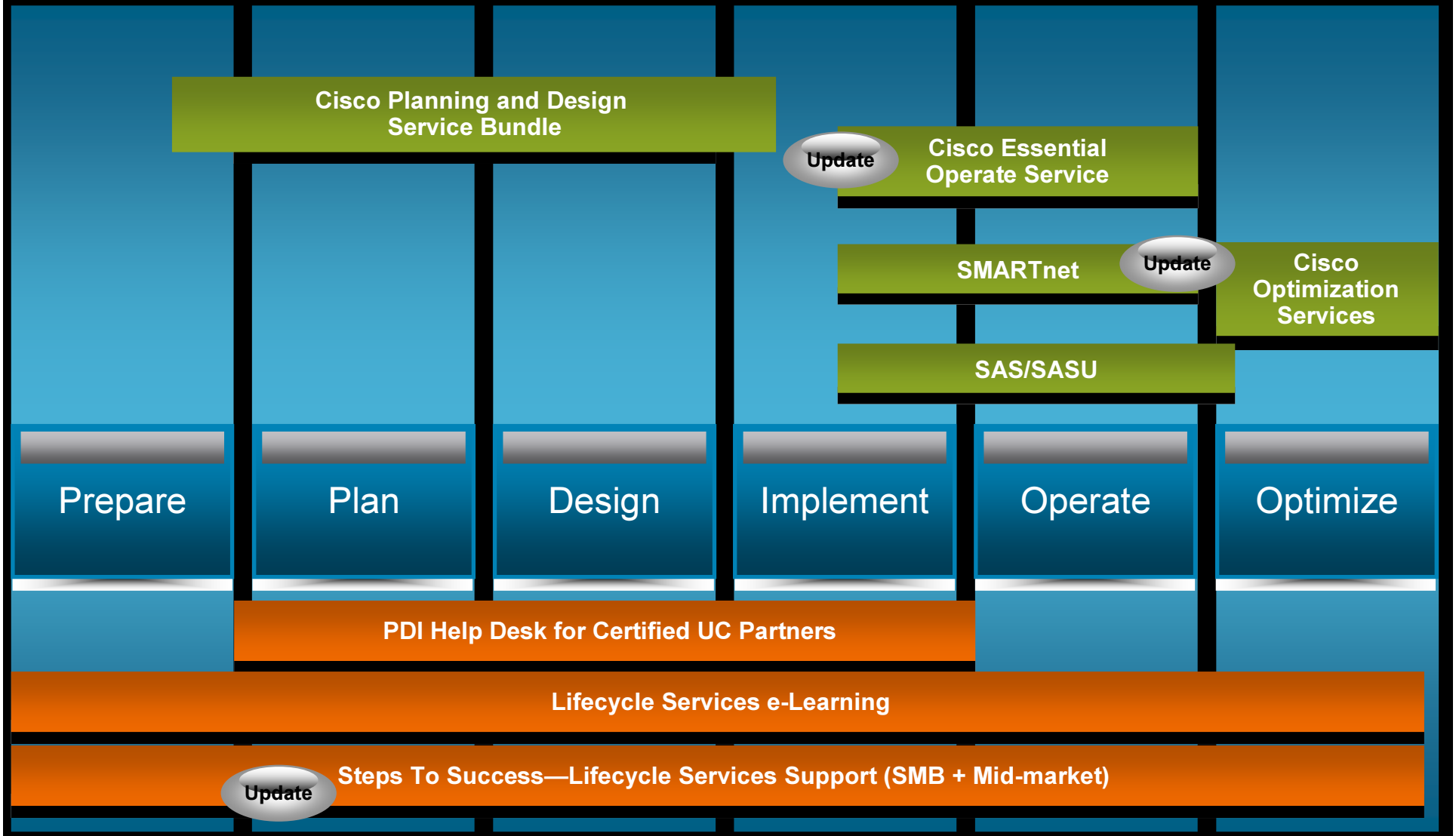
Cisco Unified Communications Services



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Unified Communications Planning and Design Services

Helps you successfully deploy a Unified Communications System

Services Details	Services Benefits
• Employs industry best practices to assesses network and operation readiness • Prepares remediation plans • Develops and validates network design based on business and technical objectives • Delivers deployment support guide	• Avoids expensive redesigns using proven methodologies • Augments in-house capabilities • Accelerates successful implementation • Mitigates risk during implementation • Improves productivity by designing proper coverage and capacity • Speeds migration to Unified Communications

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Importance of Design

The Winchester Mystery House

- 160 Rooms
- 6 Kitchens
- 47 Fireplaces
- 10,000 Windows
- Intercoms
- The first no-clog sink

With 146 Builders and 0 Architect Results

- 65 Doors to blank walls
- 13 Staircases abandoned
- 24 Skylights into floors
- Construction time – 38 Yrs

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Cisco Unified Communications Essential Operate Service

Helps you maintain high availability, reliability and operational efficiency

Services Details	Services Benefits
• Provides technical & maintenance support • Anytime access to highly-trained professionals • Advanced server hardware replacement with SMARTnet • Application software updates • Cisco.com knowledge base access • Prerequisite for UC Software Subscription for major SW upgrades	• System level support provides a seamless support experience across your entire Unified Communications system • Increases productivity with rapid issue resolution, improve availability • Enhances in-house expertise with online tools, resources, knowledge base • Maximizes technology investment with software updates

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Cisco Unified Communications Optimization Services

Helps you achieve peak performance

Services Details	Services Benefits
• Works with Foundation Technology Optimization Service to optimize your converged network • Provides annual network assessment, detailed design reports and network improvement plans • Provides access to technical content, best practices, configuration guides • Provides comprehensive risk mitigation and software strategies	• Improves Unified Communications system performance • Improves the stability, security, and efficiency of your Unified Communications network through development of a comprehensive risk mitigation strategy • Reduces operational costs by analyzing critical performance indicators • Improves solution stability, throughput and utilization

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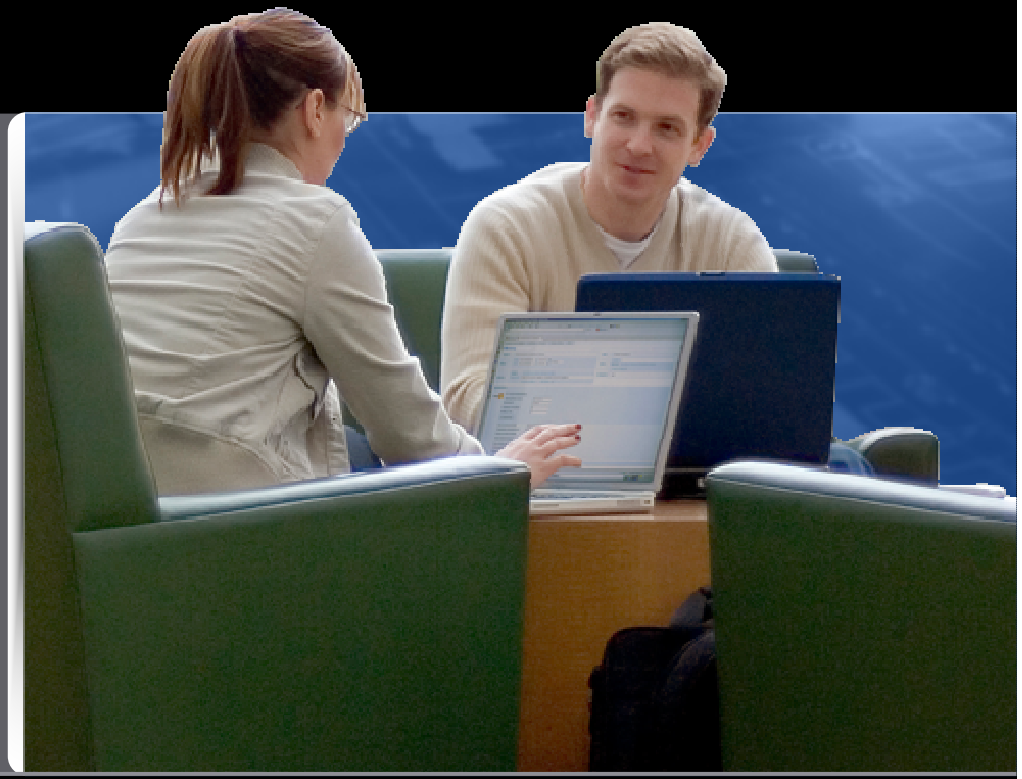
In Conclusion…



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Collaborative Support, Compounded Value

Cisco and Its Extensive Network of Global Partners Can Help You:

- Deploy solutions on time, on budget

  Proven, consistent service-delivery methodology emphasizes coordination of Cisco, partner, and customer capabilities

- Receive a consistent services approach and delivery across your entire network

  Regardless of size or geography

- Receive strong systems integration and ongoing operational support

  For both your Cisco technology and other components on the network

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Cisco Services Journey in India

- Helping Customers building the AT based Networks
- Enhanced End User Experience
- Large and Complex Project Engagements
- Customer Trusted Partner
- Competencies & Resource pool (150+ Consultant Engineers in India)
- Knowledge Transfer and Mentoring

WARID WE CARE

NSE NATIONAL STOCK EXCHANGE OF INDIA LIMITED

HDFC BANK

DIT

VSNL

Airtel

Infosys

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Backup Slides

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Unified Communications Software Subscription

Increase Your Cisco Unified Communications Business Value and Return on Investment Through an Economical Approach to Upgrading to New Cisco Applications and Solutions

- Keep pace with new software product features and capabilities with major upgrades
- Improve ability to predict and plan IP Communications budgets over multiple years
- Opportunity to decrease long term costs.

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UC Pre and Post Deployment Services

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Pre-Deployment Support Service Activities

- Project Management
- Network Readiness Assessment
- Operations Support Roadmap Planning Service

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Network Readiness Assessment

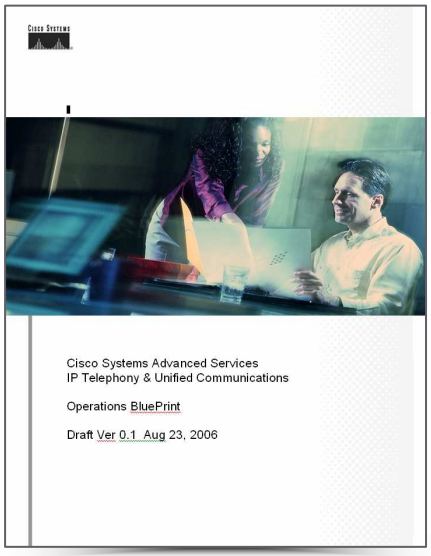
Validate Your Existing Network Is Ready to Support the Cisco Unified Communications Solution

Activities

- Analyze the readiness of the existing network infrastructure
- Perform network readiness assessment
- Present network readiness assessment report to customer

Deliverable

Network Readiness Assessment Checklist


Cisco Systems Advanced Services
IP Telephony & Unified Communications

Operations BluePrint

Draft Ver 0.1 Aug 23, 2006

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Operations Support Roadmap Planning

Prepare for the Unique Operational Support Requirements Recommended for Unified Communications Applications

Activities

- Discovery of current operational processes and tools
- Identification of Unified Communications support requirements
- Development of Unified Communications Operations Support Roadmap

Deliverables

- Unified Communications Operations Workshop
- Unified Communications Operations Support Roadmap document

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Post-Deployment Support Service Activities

- Project Management
- Unified Communications Stability Audit
- Operations Support Roadmap Planning Service

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Unified Communications Stability Audit

Identifies the improvements necessary for the stability, efficiency and maintainability of a customer's Unified Communications solution.

Activities

- Conduct interviews
- Perform stability audits on applicable components and applications:
  - Network Audit
  - Cisco Unified Communications Manager
  - Cisco Unity
  - Cisco Unified MeetingPlace

Deliverables

- Unified Communication Stability Audit Report, containing recommendations to remediate the areas of deficiency

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Operations Support Roadmap Planning

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Deliverables

- Unified Communications Operations Workshop
- Unified Communications Operations Support Roadmap document

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Deployment Support Service Activities

- Project Management
- Detailed Design Review
- Acceptance Test Plan Review
- Implementation Support

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Detailed Design Review

Review the completed Detailed Design for the Customer's Unified Communications Solution to ensure its quality and completeness for implementation readiness based on design best practices.

Activities

- Provide recommendations for improvement of the detailed design, in accordance with Cisco Advanced Services best practices.
- Review the customer detailed solution requirements and high level design to ensure that any detailed design developed adheres to Cisco leading practices for Unified Communications

Deliverable

- Unified Communications Detailed Design, reviewed and approved by Cisco Advanced Services in accordance with Cisco leading practices for Unified Communications
- Cisco will present and discuss the Detailed Design review details with Customer and/or Partner through onsite/online workshops or presentation.

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Solution and Site Acceptance Test Plan Review

Reviews the Post-Implementation Solution and Site Acceptance Test Plan proposed by the partner or customer to verify the Unified Communications System Design Meets the Customer Solution and Site Requirements

Activities	Deliverable
• Reviews the test cases to ensure they represent the full range of customer business and technical requirements, and that completion of the proposed test cases will reflect accurate status of the Unified Communications system prior to live user cutover and traffic. • Reviews to ensure each site and the entire solution as a single entity are certified as ready for the production environment	Reviews the Solution and Site Acceptance Test Plan

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Implementation Support

Provides a Cisco Subject Matter Expert as a Resource for Ongoing Support from Planning and Design to Implementation

Activities	Deliverable
▪ Provide project continuity and support the network implementation ▪ Provide mentoring support during cutover and import of provisioning data ▪ Assist with escalation of issues potentially impacting the success of the project	Cisco Unified Communications Expert Support

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Cisco as a Recognized Leader in Services

J.D. Power and Associates – Technology Service and Support Excellence[1] "An Outstanding Customer Service Experience"

APAC SSCD team winner of the 2006 SCMLogistics Supply Chain Innovation Award

Top worldwide leadership score for service and support

CCIE – "Most Respected High-Level Certification" 2005 Readers' Choice Awards

Cisco Lifecycle Services Framework – 2006 STAR Award for Best Practices in Customer Success

Cisco Systems and High Touch Technical Support (HTTS) - 2006 Worldwide Field Services Award "Most Innovative Approach to Service Delivery"

Cisco rates highest in "post-sales support" and "quality of tech support" in the areas of Security Appliances, Security Software, and VoIP – 2006 VARBusiness Annual Report Card

European Supply Chain wins an Excellence Award in the High Tech & Electronics Category – Nov 2006

[1]J.D. Power and Associates Certified Technology and Service Support Program[SM], developed in conjunction with the Service & Support Professionals Association (SSPA). For more information, visit www.jdpower.com or www.thesspa.com.

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