



Cisco TelePresence

Cisco on Cisco Technology Seminar



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Agenda

Program Approach to TelePresence: Overview, Business Case and Technology Overview

Design Solution for Cisco

Architecture
Network

Deploy Solution

Readiness
Deployment
Experience (RRA, CTX)

Support and Management

Support Engineering
Metrics



Support

- Having a scalable, easily manageable and strong support model is key to a successful service
- At Cisco we have established a good support model for TelePresence
- The Support of TelePresence can be split into the following key areas
 - CTS3000/CTS1000 systems
 - Network and Call Manager
 - Room, lighting, sound and related components
 - User support and process support
 - Scheduling, coordination and management of service support

Support

Organizations In The Support Model

- GTRC, Tier 1: On the phone technical help on user questions; Gets to TAC—Product support center if any immediate issue with the system
- TAC: Product support team troubleshoots the system and determines the cause; If any onsite support is needed, initiates contact with local support team (Onsite support service)
- OSS: Onsite support services; Cisco leverages desktop and onsite IT support services for any onsite work
- If TAC determines Network is the issue, then contacts Cisco IT Network support team with appropriate priority on case for resolution
- If the issue is related to any of the room components, then IT team is contacted to initiate the room remediation work with facilities; Managed by IT—TelePresence team to resolution

TelePresence Support Model

**Foundation
(WAN/LAN)**



TelePresence Support Model

User-Reported Incidents

Application: TelePresence

Foundation
(WAN/LAN)



TelePresence Support Model

User-Reported Incidents

User



Application: TelePresence

Foundation
(WAN/LAN)

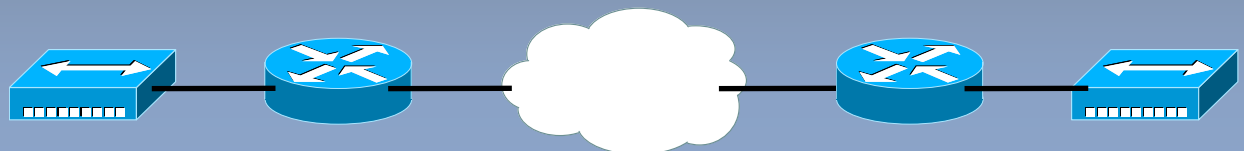


TelePresence Support Model

User-Reported Incidents



**Foundation
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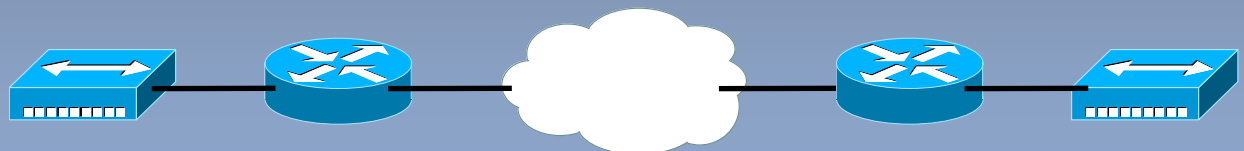


TelePresence Support Model

User-Reported Incidents



Foundation
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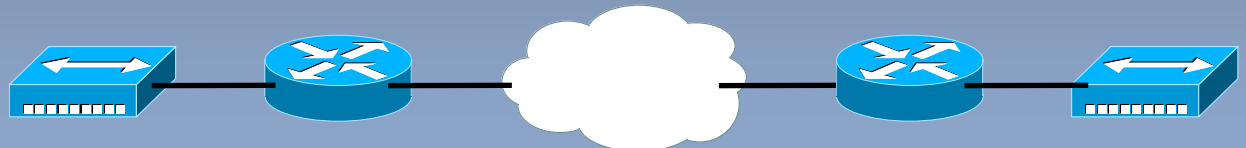


TelePresence Support Model

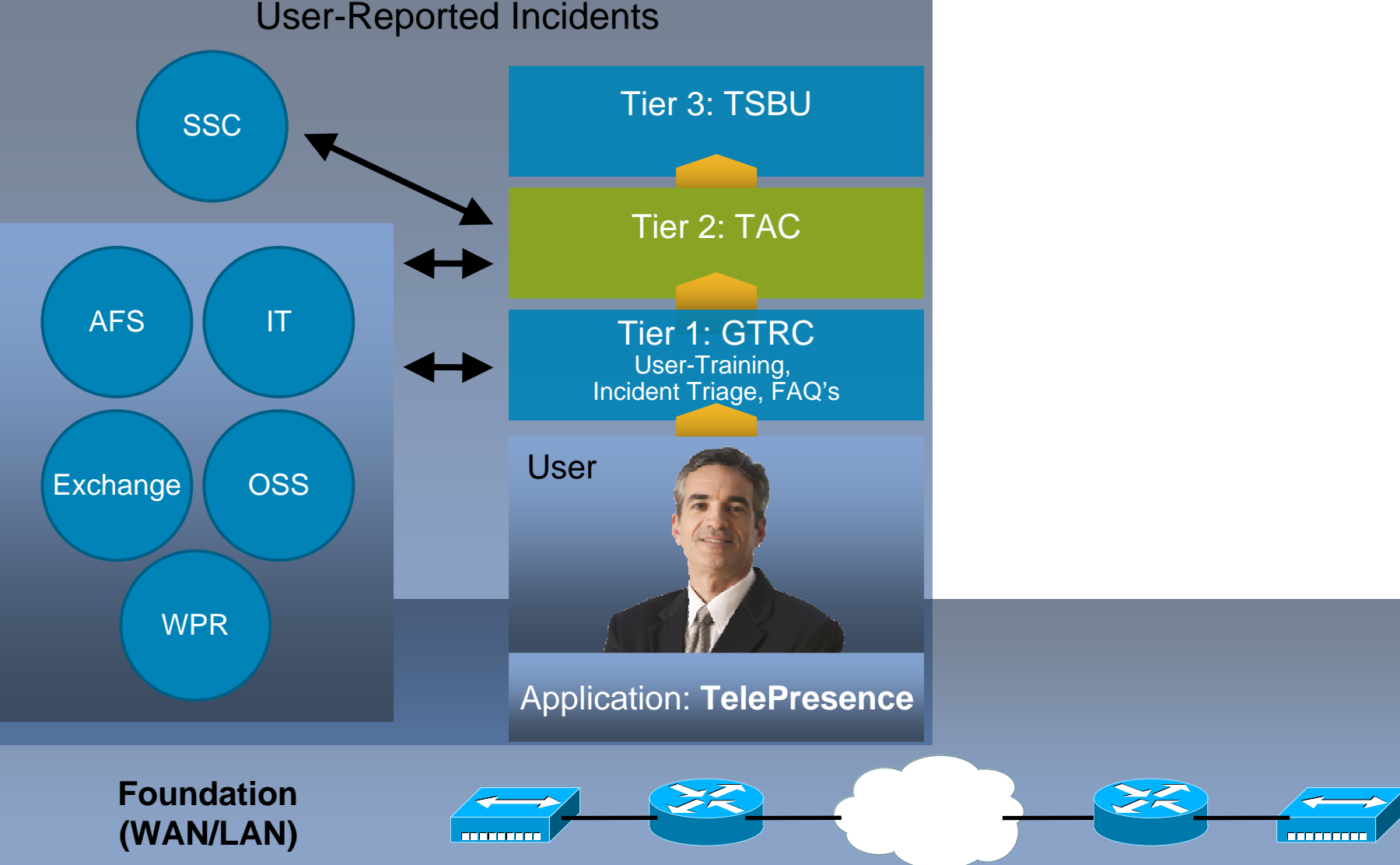
User-Reported Incidents



Foundation
(WAN/LAN)



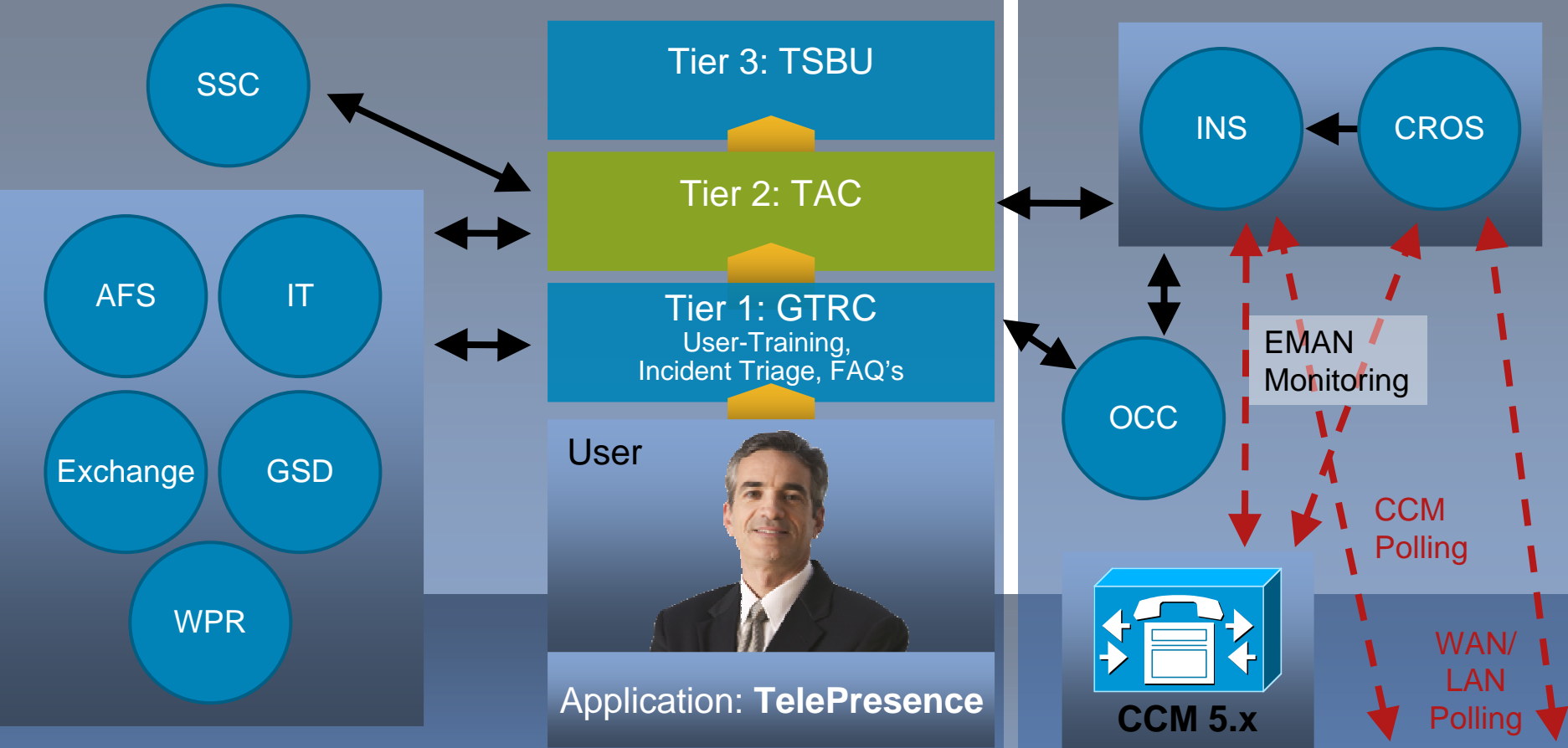
TelePresence Support Model



TelePresence Support Model

User-Reported Incidents

Alarm-Generated Incidents



**Foundation
(WAN/LAN)**



Support

Support Summary

- Cisco also leverages Cisco Remote Operating Services (Cisco ROS) for monitoring the network, call manager and the codecs from a preventive maintenance perspective
- Alerts and alarms are setup to initiate communication on any system, infrastructure or call failure to address the issue immediately
- The whole support process focuses on the premise that if there is an issue, within 30 seconds the user would be able to talk to a live person
- The target is to resolve an issue within 5 min so the call can continue; If not, alternative arrangement such as audio bridges are provided
- Support and utilization metrics are measured and assessed weekly to determine root causes, preventive maintenance and replacement management

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