



Service Description: Cisco TelePresence Remote Management Services

TelePresence Enhanced Reporting

This document describes the optional Cisco TelePresence Remote Management Services Enhanced Reporting offer.

Prerequisites for this Optional Service:

- Cisco TelePresence Essential Operate Service
- Cisco TelePresence Remote Management Services (RMS) Assisted Management Service (minimum)

Related Documents: This document should be read in conjunction with the following documents also posted at www.cisco.com/go/servicedescriptions/: (1) Service Description for TelePresence Remote Management Services; (2) End User Obligations; (3) Glossary of Terms; (4) Severity and Escalation Guidelines; (5) List of Services Not Covered.

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Service Summary

Cisco TelePresence Remote Management Services and other optional services are intended to supplement a current support agreement for Cisco products, and only available where all Managed Components in a Customer's network and Cisco TelePresence Solution are supported through a minimum of core services such as Cisco's SMARTnet and Software Application Services or Cisco's TelePresence Essential

Operate Service, as applicable. Cisco shall provide the Cisco TelePresence Remote Management Services described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee.

Cisco shall provide a Quote for Services ("Quote") setting out the extent of the Services and duration that Cisco shall provide such Services. Cisco shall receive a Purchase Order that references the Quote agreed between the parties and that, additionally, acknowledges and agrees to the terms contained therein.

1.0 TelePresence Enhanced Reporting

This service provides reporting with more detailed information than the standard reports viewable from the web portal. Reports can be chosen from a wide variety of available templates, allowing Customers to choose the data and metrics most critical to their business.

Delivery method for the Enhanced reports will be emailed to the Customer Designate.

In addition to the enhanced reports, the Customer will also have access to the standard reports found on the management portal.

Enhanced reporting is included for Customers purchasing the Enhanced Management service level, but can be purchased separately by Customers purchasing the Assisted Management service level.

Service Deliverables

Monthly reports will be generated that reflect incident and usage data from the previous month.. Questions regarding these reports should be directed to the help desk for those Customers that have purchased Assisted Management service level, and to the CRM resource for those Customers who have purchased Enhanced and Comprehensive Management service levels. Report templates will include (but are not limited to) the following:

- Choices in representation of incident management data
 - Incident count by initial symptom, final resolution, or endpoint device
 - Total incident count
 - Incident by priority breakout

- Utilization by completed meetings, number of initiated meetings, or by device
- Call Detail Record Inclusion/Exclusion
- Service Desk Count calls with and without MTTR (Mean Time to Restore)
- Inventory by device/model type
- Benchmark reporting
- Scheduled call data
- Call Detail Records
- Problem data
- Customer Branding (Customer logo on top)

2.0 Customer Responsibilities

The Customer is fully responsible for each of the following activities:

- Choosing the best fit report template for their organization's needs
- Providing email addresses for all internal IT manager's needing to access report data
- Providing a designate e-mail or an alias for receipt of the monthly Enhanced Reports
- Submitting a custom changes service request for any changes requested to reports after initial template has been placed into service (Note: additional charges apply once a template has been used for 60 days)
- Reviewing report data and generating appropriate service requests when warranted
- Providing a logo or other branding files needed if reports are to be private branded

- Directing any questions to designated Customer CRM resource (Enhanced Management level and above) or service desk(Assisted Management level)

3.0 Cisco Responsibilities

Cisco shall provide Customers with template choices for selection in advance of purchase. Reports shall be emailed monthly. All data utilized in these reports will be collected from the Cisco MAP (Management Application Portal)

4.0 Service Assumptions and Dependencies

Any changes to the report template requested after the first 2 months shall be quoted to the Customer as a custom change. Cisco will make up to 2 changes free of charge during this 60-day window.

APPENDIX A

Glossary of Terms

Glossary of Terms should be read in conjunction with this Service Description.

Cisco means Cisco Systems, Inc., a California corporation having its principal place of business at 170 West Tasman Drive, San Jose, California 95134.

Customer means the entity purchasing Services for its own internal use either directly or through an Authorized Channel.

Customer Branding means customization of the reports by embedding the Customer's logo at the top of the report template, clearly identifying the Customer for which the data and analysis are prepared

Customer Designate means the person(s) (alias) identified to receive the emailed reports

Enhanced Reports means reporting that provides in-depth data and analysis for the Customer's usage of the Telepresence solutions

Essential and Essential Onsite means Cisco service and support provided through Cisco Operate Services. Customers have a choice of 8x5x Next Business Day (NBD), 8x5xNBD onsite, 8x5x4 hour onsite support, or 24x7x4hour onsite support. Please check with your local Service Account Manager for availability of 8x5x4 onsite and 24x7x4hour support. Service and Support are required for Cisco TelePresence Endpoints, Cisco TelePresence Manager, Cisco TelePresence Multipoint Switch, Cisco TelePresence Recording Server, and Cisco Unified Communications Manager and are a pre-requisite for Remote Management Services for TelePresence.

Management Portal means the online Web user interface supplied for Customers and Partners to receive and submit information to and from the VNOC

Management Services means a service that provides Monitoring, Incident Resolution, Reactive Problem Management, service level management, and Standard Changes to resolve all Incidents.

Partner means the third party contracted by Customer to act as its technical point of contact with respect to the Service and/or Product.

Quote means quote for services.

Report Template means blank, sample reports used to exhibit the type of data and analysis from which the Customer can choose for Enhanced Reports

RMS means Remote Management Services and describes the service offering delivered by Cisco Remote Operations Services (ROS). There are RMS offerings for TelePresence, Foundation, Security, Data Center, Digital Media Systems and Unified Communications.

Service Description means Cisco will provide the Services and perform Cisco responsibilities described in the standard Cisco Service Description located at www.cisco.com/go/servicedescriptions/ (or such other location of which Cisco may notify Customer from time to time).

Service Delivery means the phase after Transition Management when Cisco begins to deliver Services.

Services mean Cisco Remote Management Services which consist of the activities and the processes used by Cisco to monitor manage and make changes to your Network, voice, and application services.

Standard Report means periodic, auto-generated reports providing detailed information on room utilization, call details, and device inventory.

Telepresence Room means one individual meeting room inside a Customer location in which Telepresence videoconferencing is used by Customer, its employees, agents and other permittees. A given Customer building may contain one or more Telepresence Rooms.

Telepresence Solution means the Cisco video-conference system, including Cisco TelePresence Products, Software, and Services that are installed at Customer's office locations.

VIP Event means a mission critical TelePresence meeting scheduled in advance that requires extensive monitoring due to the high profile audience.

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