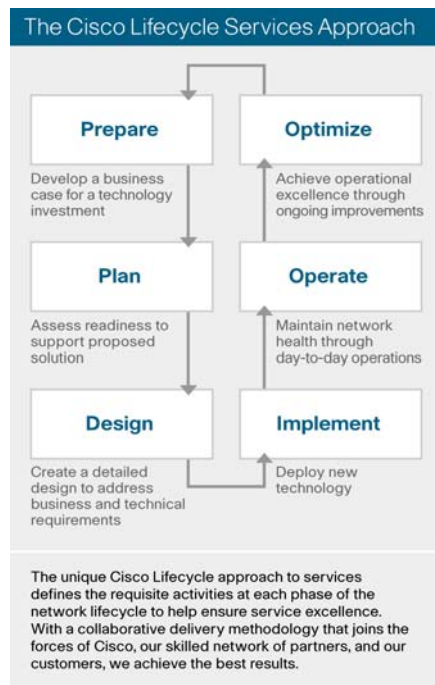


Cisco Wireless LAN Voice Services

Enhance the performance and reliability of the voice applications running on your wireless LAN infrastructure.



Challenge

Voice over wireless LAN (VoWLAN) is one of the ways today's businesses are using wireless networking to give employees immediate access to the business applications and communications tools they need to do their jobs. VoWLAN helps them further improve collaboration and responsiveness and discover new ways to reduce costs. By adding voice services on the Cisco® Unified Wireless Network, businesses can enable their voice communications systems with mobility and flexibility. Designed to complement a variety of voice clients, the network is optimized to help ensure voice support.

To gain full advantage of converged mobile applications requires blending wired and wireless systems within an infrastructure that is continuously reliable, highly available, and scalable. Wireless network users expect the same level of secure connectivity, reliability, and

performance for VoWLAN applications as they experience with a wired environment.

Companies aim to design, build, and operate a voice system that is secure, yet highly available to designated users, and that offers the lowest possible total cost of ownership.

Solution

Cisco and its Wireless LAN Specialized Partners offer a broad portfolio of end-to-end services based on proven methodologies for planning, designing, implementing, operating, and optimizing the performance of a variety of secure voice and data wireless network solutions, technologies, and strategies.

A wide variety of specialized networking services and support services is available to help deliver a secure enterprise mobility solution with a low total cost of ownership.

Experienced engineers can help you integrate your VoWLAN solution transparently with your wired networks. They help you reduce the complexity and the risks associated with voice implementation by providing proven tools, processes, and methodologies.

Planning and Design

Cisco Wireless LAN Voice Planning and Design Service Bundle

When architecting, designing, and deploying a VoWLAN solution, it is critical to take into account business requirements including current needs and future projections for the number of users and the applications the solution will need to support. The goal is to provide users convenient access to business applications and data while maintaining the high level of reliability to which voice users are accustomed.

The Cisco Wireless LAN Voice Planning and Design Service Bundle delivers an integrated solution that includes the services Cisco has identified as essential for successful deployment of a secure VoWLAN. Each service can also be purchased individually as a scoped service and is described in further detail within this document:

- **Cisco Wireless LAN Architectural and Security Design Service** is a comprehensive set of methodologies that help you manage your technical and applications requirements while providing various architectural options.
- **Cisco Wireless LAN RF Assessment Service** gauges the ability of your environment to allow secure wireless LAN access in the desired coverage area.
- **Cisco Wireless LAN Configuration Service** helps you configure your secure Cisco Secure Access Control Servers (ACSs) and sample client devices, implement your wireless control system (WCS), and more.
- **Cisco Wireless LAN Postdeployment Validation Service** validates that the system is operating in accordance with the design after the wireless LAN access points are installed and the network is configured.

Scoped Planning and Design Services

Cisco Wireless LAN Scoped Architectural and Security Design Service

The first steps in deploying a secure wireless LAN solution are translating business application requirements into solution requirements and aligning those solution requirements to the multitude of technologies available. The Cisco Wireless LAN Scoped Architectural and Security Design Service offers a comprehensive set of methodologies based on Cisco and industry best practices that help you manage your technical and applications requirements while providing various architectural options. Cisco builds upon the solution requirements established through requirements assessment by translating them into architectural decisions.

Cisco Wireless LAN Scoped RF Assessment Service

To get the best performance out of your wireless network, it is important that your access points be placed in optimal locations and that the interference caused by other radio emitters be kept to a minimum. This service gauges the ability of your environment to allow secure wireless LAN access in the desired coverage area. It helps you assess your current state and future needs so you can make informed decisions about how to build your wireless network architecture.

A detailed set of survey methodologies assesses your physical plant and radio environment, measuring RF propagation and detecting sources of interference. Based on data gathered through the assessment, Cisco makes recommendations for locating access points and establishing their frequencies, antenna selections, and power and cabling specifications. The assessment and resulting recommendations help you achieve reliable wireless LAN data access and mitigate risk by providing a foundation for addressing coverage challenges and interference during later design development. They are designed to help ensure that the planning, design, and implementation of your secure mobile access solution adequately address network security.

Cisco Wireless LAN Scoped Project Management Service

Effective project management helps you to reduce risk and resolve problems quickly during your wireless LAN deployment. An experienced project manager with wireless technology experience helps you manage projects throughout the network lifecycle. This service helps you deploy your wireless LAN solution on time and on budget by assisting with establishing deployment project parameters, identifying primary sponsors, and developing a project plan.

Cisco Wireless LAN Scoped Architecture Review and Performance Assessment Service

Keeping your wireless LAN operating smoothly sometimes calls for an overall network architecture review. This service analyzes the architectural and RF performance of your existing wireless LAN, focusing on coverage, interference, traffic patterns, device configurations, and security. It helps you understand how these aspects of your wireless LAN compare with leading practices and recommends design and configuration changes as needed.

Implement

In the implementation phase, a company works to integrate devices and new capabilities in accordance with the design without compromising network availability or performance.

Service activities for the implementation phase of the network or solution lifecycle are delivered primarily through Cisco Wireless LAN Specialized Partners. However, for technologies and applications that are relatively new, Cisco can perform service activities in conjunction with these partners. Cisco transfers knowledge to broaden and deepen the expertise of its channel partners and your staff in supporting the following implementation activities:

- Configuring your Cisco Wireless LAN
- Validating your Cisco Wireless LAN after deployment

Cisco Wireless LAN Scoped Configuration Service

Cisco and our Wireless LAN Specialized Partners can configure your secure Cisco Secure Access Control Servers (ACSS) and sample client devices for 802.1x-based authentication. We provide onsite support for implementing your wireless control system (WCS) and can configure wireless LAN controllers, policy provisioning, RF optimization, security monitoring, and customized fault settings.

We can implement an indoor IEEE 802.11-based, location-based service using the Cisco 2700 Series Wireless Location Appliance operating over the Cisco centralized wireless LAN architecture and transfer knowledge to help you effectively use the WCS and manage your wireless LAN.

Cisco Wireless LAN Scoped Postdeployment Validation Service

After the wireless LAN access points are installed and the network is configured, you can validate that the system is operating in accordance with the design by surveying the RF environment for coverage, interference, and general performance. In providing onsite and remote wireless LAN postdeployment validation, our team of wireless LAN specialists assesses coverage, measures interference, evaluates overall wireless LAN network capacity, and makes recommendations for improvement.

Operate

Cisco SMARTnet® Service

Unexpected problems can arise in any network. If your wireless LAN is a critical part of your business operations, you need a way to resolve problems rapidly.

Cisco SMARTnet Service is an award-winning technical support service that gives you direct, anytime access to Cisco engineers and an extensive range of technical resources. SMARTnet delivers rapid issue resolution, flexible device-by-device coverage, and premium service options to help you maximize operational efficiency of your wireless LAN.

Cisco Software Application Support Services

Network security is a dynamic undertaking, with new threats emerging daily. To protect the integrity of the network and reduce downtime that can affect your business, you need up-to-date software applications as well as secure network hardware. Cisco Software Application Support Services provide comprehensive, round-the-clock services and cost-saving application updates to help customers enhance their wireless LAN security, performance, and functionality.

Receive expert problem diagnosis and resolution and advice on software features. Access essential wireless LAN software application support, including new Cisco software application versions and documentation from Cisco.com.

Cisco Focused Technical Support Services

Resolving network-level issues quickly is critical for system reliability. Cisco builds on device-level technical support services by offering three levels of focused technical support for large, complex networks that are critical to business operations:

- **Cisco High-Touch Operations Management Service**
Level 1: Augment your staff with a dedicated operations manager eight hours a day, five days a week to expedite issue resolution, identify measures to help prevent issues from recurring, and manage service requests to closure.
- **Cisco High-Touch Technical Support Service**
Level 2: Add a designated team of specialized Cisco engineers to respond to your needs 24 hours a day, seven days a week.
- **Cisco High-Touch Engineering Service**
Level 3: Access a designated Cisco network engineer eight hours a day, five days a week to handle cases and resolve network issues. Maintain a stable network through root cause analysis and responsive, proactive, and corrective measures delivered by engineers whose expertise is aligned with your needs.

Cisco maintains a large, skilled workforce of high-touch network support specialists, backed by industry recognized certifications.

Optimize

Cisco Optimization Services

Cisco Optimization Services take a two-stage approach to provide an integrated service offering:

- **Cisco Foundation Technology Optimization Service Bundle/Network Optimization Support (NOS):** Optimize your network's performance, enhancing security and increasing operational efficiency to help you increase your business profitability.
- **Cisco Wireless LAN Optimization Service:** Build on the Cisco Foundation Technology Optimization Service Bundle/NOS by improving the performance of Cisco advanced technologies to increase your return on investment and better align your network solutions to your business requirements.

Learn more about these services in the Cisco Optimization Services Overview at www.cisco.com/go/wirelesslanservices under "Optimization Services."

Cisco Foundation Technology Optimization Service Bundle/NOS

To make full use of your network investment, you need to enhance the performance and security of your network and improve operational efficiency. The Cisco Foundation Technology Optimization Service Bundle/NOS provides advanced network-level support and consultative proactive support to help you optimize your Cisco routing and switching network.

These services focus on the core routing and switching network and help you make full use of your foundation technology and maintain optimal security. By helping you establish a network with the capacity to offer a broad range of services, evaluating the capabilities of your software to meet future needs, and taking measures to reduce risk when making changes, these services also help prepare your network for successful integration of new advanced technologies.

The Cisco Foundation Technology Optimization Service Bundle/NOS is available on an annual subscription basis and consists of:

- Cisco Foundation Technology Annual Assessment Service
- Cisco Foundation Technology Network Support Service
- Cisco Foundation Technology Continuous Learning Service

Cisco Wireless LAN Optimization Service

Maintaining your wireless LAN to help keep business-critical applications available and operational through the lifetime of the network can increase employee productivity while reducing operational expenses. In supporting these applications, it is critical to proactively address quality-of-service, coverage, interference, and compatibility issues. If your wireless LAN has coverage gaps, poor quality of service, or software compatibility problems, your network users might not be able to complete business-critical transactions.

The Cisco Wireless LAN Optimization Service is a proactive optimization service that provides software, configuration, and coverage recommendations to help improve the performance level of your Cisco Wireless LAN. Delivered by engineers with detailed knowledge of your wireless LAN network design and architecture, this service helps you support changes, while analyzing designs that enable your network to support additional applications and users. It allows you to assess your wireless LAN's performance using periodic onsite coverage, interference, throughput, and utilization measurements.

The service also assesses wireless applications and develops a strategy to manage Cisco wireless LAN software in a standardized way, helping improve network availability and reliability. It also increases your team's knowledge base of wireless LAN technology and solutions so that they can be better prepared to use new wireless LAN applications and solutions when they become available.

Cisco Wireless LAN Scoped Training Service

Ongoing operational expenses can be reduced when your network support organization has the benefit of effective professional training. Whether your wireless LAN technology is new to your IT environment or a new employee has joined your staff, the Cisco Wireless LAN Training Scoped Service can educate your organization on wireless technology, common problems, troubleshooting techniques, and operational best practices.

The service helps increase proficiency by assessing existing skills and creating a training curriculum that provides the knowledge required to support the wireless infrastructure. After Cisco engineers understand your business objectives, evaluate the capabilities of the existing staff, and identify the training required to align skills with the requirements, Cisco or a Cisco training partner can deliver custom training workshops that include both classroom lecture and hands-on exercises. The results are reduced risk, less network downtime, and fewer avoidable deployment delays.

Benefits

Cisco Wireless LAN Voice Services help you enhance the performance and reliability of the voice applications running on your wireless LAN by designing and implementing the system in alignment with your business requirements. In addition, these services help you to:

- Improve productivity for your mobile employees by building a secure, scalable, optimized, and reliable VoWLAN that is completely integrated with the wired network.
- Increase the accuracy, speed, and efficiency of your VoWLAN deployments by applying best practice tools and processes
- Increase your network security, reliability, throughput, and performance by continuously optimizing your infrastructure.
- Reduce support calls to your IT staff by designing a wireless LAN architecture that reduces coverage holes and improves application performance.
- Reduce network operations costs and enhance network reliability by identifying potential performance problems and making recommendations to proactively address them.

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 Wireless LAN Services, visit www.cisco.com/go/wirelesslanservices or contact your local account representative. For more information about Cisco wireless VoIP, visit http://www.cisco.com/en/US/netsol/ns340/ns394/ns348/networking_solutions_products_generic_content0900aecd80437071.html.

Cisco Services.
Making Networks Work.
Better Together.



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