

## Cisco Collaborative Professional Services Cisco Unified Communications Assessment Service



The health and well-being of Cisco® Unified Communications devices and the underlying network infrastructure are critical for IT organizations to meet their day-to-day service-level commitments. The Cisco Collaborative Professional Services Unified Communications Assessment Service provides an automated analysis of customers' foundational network and addresses network stability and reliability needs, recommending Cisco best practices to resolve discrepancies before implementing a Unified Communications solution. Then, the Cisco Unified Communications Assessment Services for Cisco Unified Communications Manager, Cisco Unified Messaging, and Cisco Unified Contact Center Enterprise provide a proactive management solution targeted at the Unified Communications infrastructure.

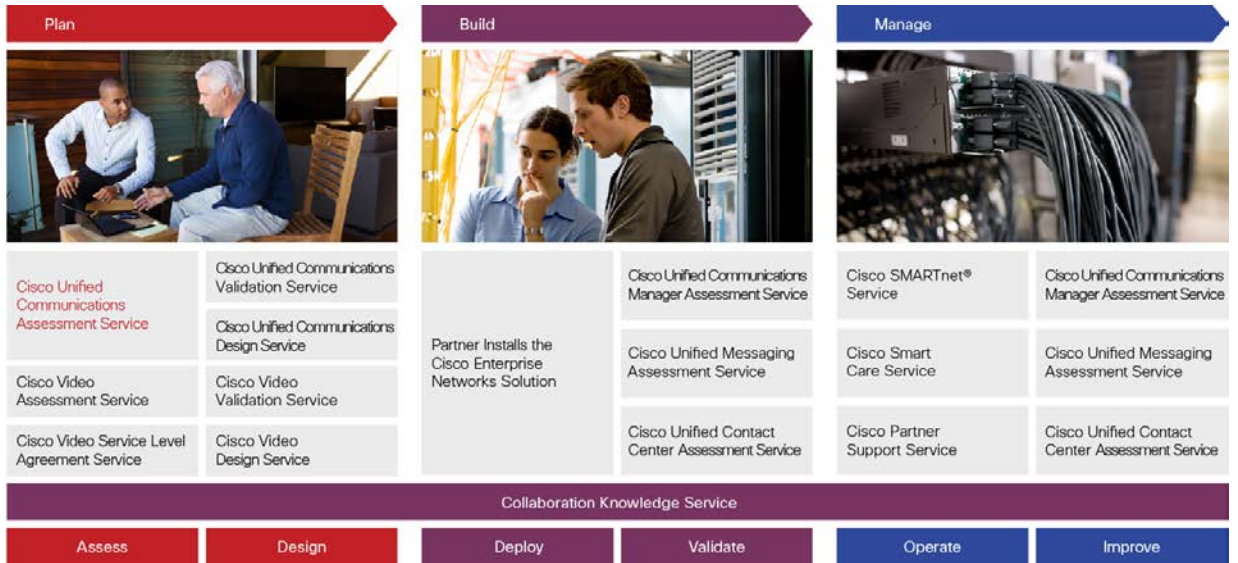
During the planning phase of a project, partners use the Cisco Unified Communications Assessment Service to analyze the capability of current network to support unified communications and to identify the infrastructure changes that may be required to achieve a successful implementation. The goal is to help ensure the well-being of the underlying network infrastructure so it is poised to support Cisco Unified Communications solutions, and to support expansion and increased traffic demands.

During the build phase of a project, you use the Cisco Unified Communications Manager, Cisco Unified Messaging, and Cisco Unified Contact Center Enterprise Assessment Services to validate the implementation of the Unified Communications solution and create as-built documentation for the your technical services or managed services practice.

During the manage phase of the network project, you use the Cisco Unified Communications Manager, Cisco Unified Messaging, and Cisco Unified Contact Center Enterprise Assessment Services to periodically identify incremental improvements for the Unified Communications solution.

Figure 1 shows how you can deploy the Unified Communications Assessment Services within your own professional services practice.

**Figure 1.** Cisco Unified Communications Assessment Services in the Plan, Build, and Manage Phases



## Benefits

The Cisco Unified Communications Assessment Service offers these benefits:

- Helps customers realize higher network availability and uptime
- Helps ensure that partners and customers can successfully deploy Cisco Unified Communications
- Capitalizes on Cisco best practices for deploying Unified Communications solutions
- Provides prioritized action steps that incorporate best practices to make efficient use of the partner and customer's engineering staff

## Cisco Unified Communications Assessment Service Deliverables

The Cisco Unified Communications Assessment Service is delivered remotely from Cisco's Centers of Excellence. Project kickoff and delivery begin within seven business days of order placement. Table 1 describes this offering.

**Table 1.** Cisco Unified Communications Assessment Service

Service	SKU	What It Does	Deliverables	Specializations Required
Cisco Unified Communications Assessment Service	ASF-CPSA-UCRA	Performs an automated analysis of the customer's network to analyze the capability of current network to support an IP telephony solution and to understand the infrastructure changes that may be required to achieve the desired implementation.	Cisco Unified Communications Assessment Report: <ul style="list-style-type: none"><li>• Hardware and Software Compliance</li><li>• Quality of Service (QoS) Compliance</li><li>• Performance Compliance</li><li>• Voice Infrastructure-Level Design Compliance</li><li>• SLA Compliance</li></ul>	Aligns with eligibility for product resale

## Cisco Unified Communications Assessment Service Report Details

The Cisco Unified Communications Assessment Service Report includes the information described in Table 2.

**Table 2.** Cisco Unified Communications Assessment Service Report Details

Section	Description
<b>Hardware and Software Compliance</b>	<ul style="list-style-type: none"><li>• Recommends hardware and software changes needed to make the network ready to support voice traffic with the performance and availability parameters defined by Cisco best practices</li><li>• Reviews consistency of software versions running across same platforms so that software can support the required features for Unified Communications.</li></ul>
<b>QoS Compliance</b>	<ul style="list-style-type: none"><li>• Identifies robust quality-of-service (QoS) policies to manage application service levels based on Cisco best practices. Checks to enable the underlying network infrastructure to provide a guaranteed level of service to the voice traffic flows.</li></ul>
<b>Network Infrastructure Compliance</b>	<ul style="list-style-type: none"><li>• Assesses availability and modularity of the network. Allows partner's customer to align the feature configuration with Cisco's best practices. Helps to ensure that features are utilized based on customer needs.</li></ul>
<b>Environment/Power</b>	<ul style="list-style-type: none"><li>• Checks to see if switches are capable of supporting inline power. Checks on power backup availability.</li></ul>

## Hardware and System Specifications

The Cisco Unified Communications Assessment Service uses the Unified Communications Audit Tool (UCAT), a modular, flexible, and reusable collector platform that collects data from customer network devices and servers. Partners will be provided with instructions about how to download and install the software, as well as how to upload the collected data for analysis by Cisco network engineers.

Cisco recommends the following hardware and system specifications:

- Desktop or any hardware running Intel Pentium Processor or later and Microsoft Windows XP/2000/ME
- Admin privileges on the computer
- 2-GB hard drive space
- 512 MB in temp directory
- 1-GB RAM
- 2-GB swap space

Devices included in the collection must be accessible through Simple Network Management Protocol (SNMP) and Telnet polling. Collected data is encrypted and transmitted to Cisco using the UCAT.

## Sizing and Limitations

Limited to 5000 employees (150 to 2000 devices)

## Engagement

The Cisco Unified Communications Assessment Service is delivered remotely from Cisco's Centers of Excellence. Project kickoff and delivery begin within seven business days of order placement. Table 3 describes the roles and responsibilities of Cisco and the partner in delivering the services.

**Table 3.** Roles and Responsibilities

Phase	Owner	Description
1.	Cisco	<ul style="list-style-type: none"><li>• Cisco Project Manager schedules and conducts the project kick-off with partner.</li><li>• Cisco Project Manager creates and publishes the project schedule.</li></ul>
2.	Partner and Customer	<ul style="list-style-type: none"><li>• Partner works with the customer to familiarize them with the service, set expectations, and collect information about the customer network.</li></ul>
3.	Partner	<ul style="list-style-type: none"><li>• Partner downloads, installs, and configures the Cisco UCAT software.</li></ul>
4.	Partner	<ul style="list-style-type: none"><li>• Partner runs the UCAT software on the customer's network for a 24-hour period.</li><li>• Partner uploads the collector data to Cisco.</li></ul>
5.	Cisco	<ul style="list-style-type: none"><li>• Cisco network engineers analyze the uploaded data.</li><li>• Cisco produces the reports with recommendations.</li></ul>
6.	Partner	<ul style="list-style-type: none"><li>• Partner reviews the reports, adds their own recommendations, and creates final reports for the customer.</li></ul>
7.	Partner and Customer	<ul style="list-style-type: none"><li>• Partner and customer review the final reports together, agreeing on recommendations to implement.</li></ul>
8.	Partner	<ul style="list-style-type: none"><li>• Partner implements the recommendations on the customer's network.</li></ul>



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