

Empower Collaboration with Cisco Managed Services

Collaborating in a digital world

The way we work has changed dramatically, with growing flexibility in the workplace, use of virtual offices, and other mobility demands. With today's increase in user mobility, it's more important than ever for organizations to have effective collaboration solutions to maintain teamwork and improve productivity with their employees, partners, suppliers, customers, and other third parties.

To make sure your users can easily and reliably use collaboration solutions no matter where they go, what device they use, or how they access the network, it is essential to have comprehensive communications management capable of monitoring and managing the user experience.

Cisco® Managed Services for Collaboration provide management services that support your collaboration solution infrastructure with continuous monitoring and management. This service anticipates, identifies, and resolves issues quickly and accurately while enabling you to maintain visibility and control of your infrastructure.

Cisco Managed Service for Collaboration are designed in modules, so you can choose—and pay for—only the capabilities you need. Moreover, Cisco can help you customize the technology to meet your specific needs to make sure you get the best value for your investment and remain in control of your network.

Benefits

- Improve and maintain the performance of collaboration tools so as to increase their use
- Out-task and automate key solution management processes to reduce the burden on IT
- Shrink the time to resolution of issues for improved availability
- Eliminate extra time, resource, and training costs to support solution management
- Help ensure your collaboration strategy support your business goals

Next steps

To learn more, visit us on Cisco.com/go/cms.

Optimized network performance for collaboration

Collaboration brings phenomenal benefits to your organization, and it requires a network optimized to achieve them.

Cisco has many years of experience in building and managing networks, and our expertise is available for you with Cisco Managed Services.

95% of Fortune 500 use
Cisco Collaboration.

Cisco Managed Services apply comprehensive network management expertise, proven best practices, and automated smart service capabilities to help your network be exceptionally productive. When you add new equipment or applications, Cisco can help you make sure your network will support them quickly and smoothly, leaving you free to focus on strategic IT.

Benefit from Cisco's leadership in unified communications and collaboration.

Solutions and features

Cisco managed service for collaboration: Unified communications

Outtasks monitoring and management of your voice, video, mobility, and presence services between IP endpoints, media processing devices, Voice-over-IP (VoIP) gateways, mobile devices, and multimedia applications.

Cisco managed service for collaboration: Unified Contact Center (UCC)

Provides comprehensive, 24-hour monitoring and management of all your voice infrastructure and contact center applications, maintaining performance and availability and delivering faster resolution of issues to improve solution availability and performance.

Cisco managed service for collaboration: Business video

Manages all Cisco TelePresence® and video conferencing endpoints, improving operability and supporting a consistent end-user experience, which leads to higher levels of utilization.