

Cisco Customer Experience Offers for Mobile and Remote Access for Collaboration Endpoints

Quickly enable employees to work remotely and securely without VPN requirements

With the unexpected outbreak of COVID, your workforce needs to access their office phones and collaboration capabilities at home. Ideally, they should be able to work without having to connect to a VPN so they can have a seamless connection and you experience no interruptions in business.

At the same time, you don't want to add costs or compromise security. You want to enable interactions that reach far beyond enterprise borders: improved teamwork and higher productivity. You want employees, customers, suppliers, and partners communicating quickly and easily—no matter where they are working.

If you are not equipped to empower employees with the right remote infrastructure support and quick, easy access to calling and collaboration functionality, your business productivity will suffer.

Cisco's goal is to help you—our customers—manage and adapt to these new business demands. We stand ready to help you provide seamless, remote access to secure, existing on-premise collaboration services, without the need for a VPN.

Cisco® Customer Experience (CX) understands your needs. That's why we're introducing a suite of enhanced collaboration service packages for remote access, based on CX expertise, best practices, and analytical insight, to support you during the COVID pandemic and beyond. These services provide you the ability to quickly and easily deploy remote knowledge workers at scale through a simple, secure VPN-less connection.

Cisco's quick-to-deploy solution includes Mobile and Remote Access (MRA) to enable collaboration capabilities at home for knowledge workers. Cisco CX offers for Mobile and Remote Access for Collaboration Endpoints provide expert and self-help resources plus leading collaboration expertise. To ensure the solution is suited for each customer's specific business needs, we offer design, configure, and solution testing services that can help you accelerate deployment and deliver security for remote access configurations.

Consultation with customers is conducted via Cisco's remote collaboration platform, and all service packages offer specific deliverables in the form of documentation reports, summary recommendations, and remediation guidance, as well as post-implementation support to ensure efficient deployment and smooth operationalization.

Benefits

- **Provide your knowledge workers with all of the capabilities of office phones at home** to help keep your business running.
- **Support a hybrid on-premises and cloud-based service model** so your workforce has a consistent user experience both inside and outside of the enterprise.
- **Deploy a secure connection without having to connect over VPN** so you have the freedom and flexibility to scale quickly, as you need.
- Accelerate your solution deployment with confidence by leveraging **Cisco CX experts to help you design, test, and validate** a solution that meets your business, technical, and end-user requirements.

Supports collaboration endpoints' remote access, with no virtual private network (VPN) requirement



Get support you need during the COVID pandemic with our Customer Experience (CX) expertise, best practices, and analytical insight.



Quickly access existing on-premise collaboration services by remote VPN-less access, without compromising security or adding infrastructure costs.

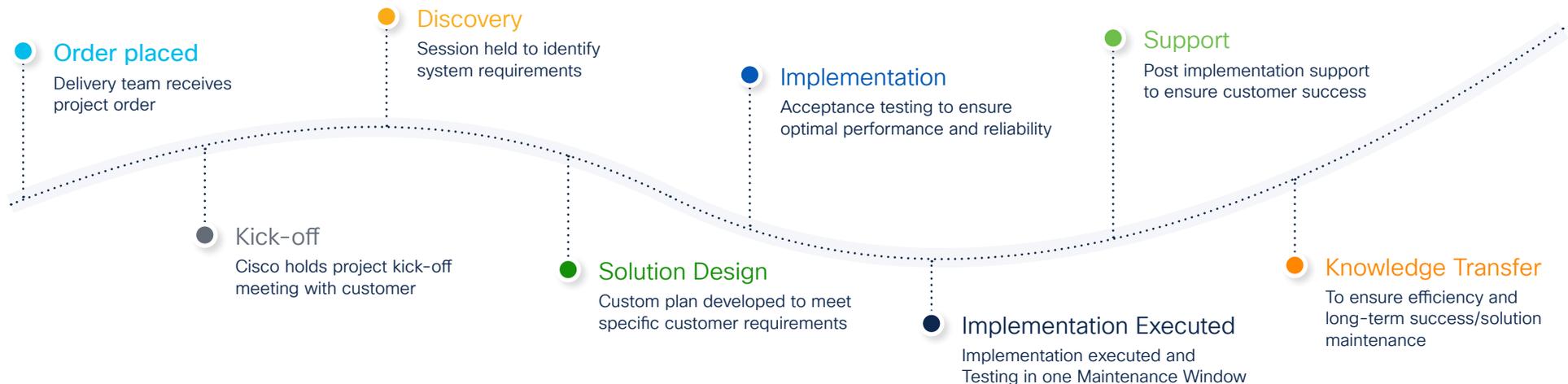


Leverage Cisco's remote collaboration platform, including the temporary licenses program. All services packages offer specific deliverables.

Mobile and Remote Access for Collaboration Endpoint Offers

Mobile and Remote Access for Collaboration Endpoints - Advise and Implement Service				
Key features	Expert and self-help resources	Small	Medium	Large
Recorded Ask the Expert webinars	✓	✓	✓	✓
Configuration scope includes up to		<ul style="list-style-type: none"> • 2 Expressway-C nodes • 2 Expressway-E nodes • 1 cluster 	<ul style="list-style-type: none"> • 6 Expressway-C nodes • 6 Expressway-E nodes • 3 clusters 	<ul style="list-style-type: none"> • 10 Expressway-C nodes • 10 Expressway-E nodes • 5 clusters
Project management		✓	✓	✓
Discovery session		✓	✓	✓
Solution design development		✓	✓	✓
Implementation and acceptance testing		✓	✓	✓
Post-implementation support		✓	✓	✓

MRA for Collaboration Endpoints Advise and Implement Service - service delivery phases



Why Cisco?

Cisco is an industry leader in resilient, high-availability networking. Our skilled CX Collaboration Services team includes collaboration experts, network architects, application specialists, technical support professionals, and business consultants. And they're ready to assist you with quickly deploying a quality MRA solution for collaboration endpoints. Let us help you transform the way you use collaboration technology, unlocking new agility and speed while enabling fresh, exciting user experiences.

As demand for collaboration continues to shift from traditional on-premises assets to cloud-based and hybrid models, we bring to life a rich tapestry of enhanced business outcomes. Differentiated customer and employee experiences. Game-changing process innovation. Greater efficiency. Seamless anywhere-and-anytime business. Cisco – The Bridge to Possible™

Next steps

For more information on [this offer and other CX services](https://www.cisco.com/c/m/en_us/covid19.html) as part of Cisco's response to the COVID pandemic, visit: https://www.cisco.com/c/m/en_us/covid19.html. See our [Ask the Experts offerings on COVID](https://www.cisco.com/c/m/en_us/covid19/atx-webinars.html) at https://www.cisco.com/c/m/en_us/covid19/atx-webinars.html and sign up for a live webinar with Cisco subject matter experts. Learn how to use Cisco products to help you during the COVID pandemic. You can also contact your Cisco account manager or Cisco authorized reseller to help you choose the right level of services to accelerate your collaboration application capacity and planning. [Request a call](#).