CISCO SYSTEMS

Cisco Unified Communications Essential Operate Services

Cisco® Unified Communications Essential Operate Services help you maintain the high availability, security, and operational efficiency of your Cisco Unified Communications network. Highly trained and knowledgeable experts provide around-the-clock technical support to guide your IT staff through the process of resolving Cisco Unified Communications hardware and software component-related issues.

THE CISCO LIFECYCLE SERVICES APROACH
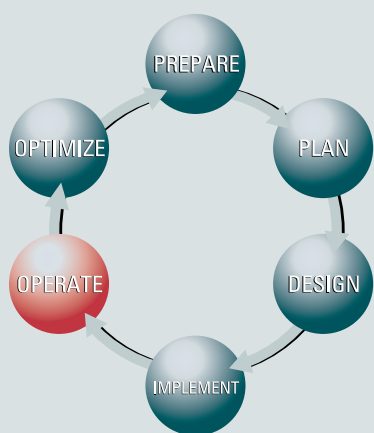
The unifique Cisco Lifecycle approach to services defines the requisite activities at each phase of the network lifecycle to help ensure service excellence. With a collaborative delivery methodology that joins the forces of partners, and our customers, we achieve the best results.

Network Lifecycle Phases
- **Prepare:** Develop a business case for a technology investment.
- **Plan:** Assess readiness to support proposed solution
- **Design:** Create a detailed design to address business and technical requirements
- **Implement:** Deploy new technology
- **Operate:** Maintain network health through day-to-day operations
- **Optimize:** Achieve operational excellence through ongoing improvements

SERVICE OVERVIEW

The Cisco Unified Communications family of voice and IP communications products and applications enables your organization to communicate more effectively. The results are simplified business processes, improved customer service, and increased productivity and profitability. But to gain the full advantage of your network, you need proper operational support to maintain the efficiency, reliability, and performance of your converged voice and data infrastructure.

Part of the Cisco Lifecycle Services framework, Cisco Essential Operate Services can help you quickly resolve incidents across your IP Communications network by providing you with access to a highly trained team of specialized engineers who can analyze complex networking issues and assist with incident remediation. The support they provide can help reduce downtime, improve Cisco Unified Communications performance, and lead to higher productivity.

The service is composed of two options:

- Unified Communications for software applications
- Unified Communications software application and server support Wireless LAN Radio Frequency Assessment Service

CISCO ESSENTIAL OPERATE SERVICES

With Cisco Essential Operate Services, you gain 24-hour, 365-day-a-year access to Cisco Systems® engineers and certified partners, who are highly trained, have a deep understanding of Cisco Unified Communications products and technologies, and offer expertise based on extensive experience evaluating the performance of complex communications systems.

With one simple phone call you can reach a team of engineers certified to work through the problem and resolve the issue quickly. Depending upon your service contract, Cisco support engineers provide assistance with all Cisco hardware components and Unified Communications application software. The service protects you with advanced hardware replacement should a device or system fail and provides software updates to make sure applications run smoothly and are always up to date.

The service combines all of your Cisco Unified Communications system support requirements under one contract. This eliminates the need for multiple contracts for each application and server. Your service contracts are simplified with reduced administrative overhead, resulting in faster time to problem resolution.

Cisco Essential Operate Services include capabilities similar to those of Cisco SMARTnet® and Software Application Support (SAS) offerings:

Unified Communications software-only application support includes:

- Full-time telephone and remote technical and maintenance support services
- Maintenance and minor release updates
- Cisco.com knowledge base, including access to Software Advisor, Technical Assistance Center (TAC) Case Collection, My Tech Support, Output Interpreter, peer-to-peer online forums, and the TAC newsletter

Unified Communications software application and server support includes all of the preceding features plus:
- Advanced hardware replacement (with the option of an onsite field engineer)

Table 1 shows all available Essential Operate Services activities and deliverables.

Table 1 Essential Operate Services Activities and Deliverables Activity	Deliverable
• Troubleshoot incidents • Remediate incidents • Replace network infrastructure devices • Provide access to applications software updates • Provide assistance using leading practices	• Technical and maintenance support • Advanced server hardware replacement • Application software maintenance and minor releases • Cisco.com knowledge base access

BENEFITS

Cisco Essential Operate Services allow you to realize the cost savings and productivity gains associated with Unified Communications. This essential suite of services protects you against downtime caused by hardware and software issues and provides the assistance and online information you need to keep your converged network operating smoothly.

Cisco Unified Communications Essential Operate Services help you:

- Increase productivity achieved with a Cisco Unified Communications system by rapidly resolving problems and reducing network downtime
- Decrease operational costs by reducing the need for keeping spare components and parts necessary for maintaining your Cisco Unified Communications system
- Increase operational efficiency and maintain high availability by providing easy, 24-hour, seven-day-a-week access to Cisco application and OS patches and updates
- Enhance in-house expertise and training with access to online tools, a knowledge base, and technical resources
- Avoid additional time-consuming technical support cycles and downtime with access to the appropriate technology experts, who work collaboratively to resolve your Unified Communications issues
- Complement your in-house IT support infrastructure with an integrated and comprehensive technical support services solution

SUMMARY

Using the Cisco Lifecycle Services approach, Cisco and its partners provide a broad portfolio of end-to-end services and support that can help increase your network's business value and return on investment. This approach defines the minimum set of activities needed, by technology and by network complexity, to help you successfully deploy and operate Cisco technologies and optimize their performance throughout the lifecycle of your network.

AVAILABILITY AND ORDERING INFORMATION

Cisco Unified Communications Essential Operate Services are available globally. Details might vary by region.

FOR MORE INFORMATION

For more information about Cisco Unified Communications Essential Operate Services or other Cisco services, visit **http://www.cisco.com/en/US/products/svcs/services_area_root.html** or contact your Cisco service account manager.

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