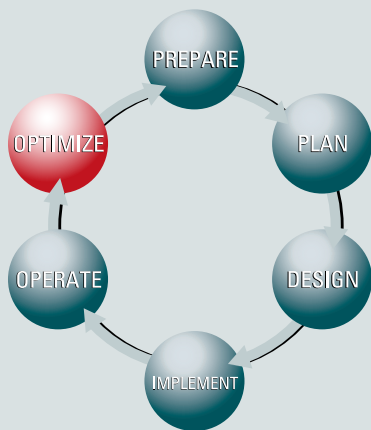# Cisco Unified Communications Optimization Services

Cisco Unified Communications Optimization Services, designed for large enterprise networks, helps your Cisco Unified Communications system operate at peak performance.

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
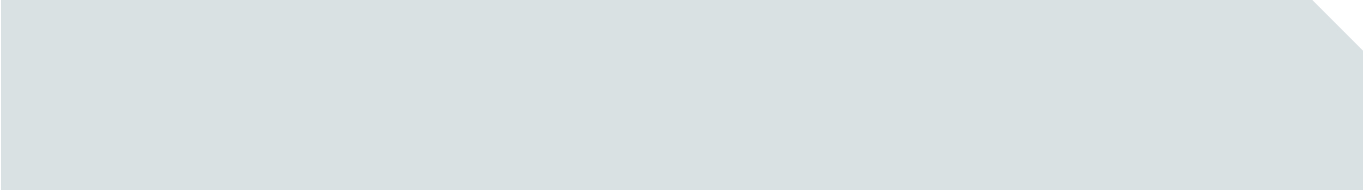- **Optimize:** Achieve operational excellence through ongoing improvements

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. Maintaining a reliable, high-performance network helps prepare your Cisco Unified Communications system to deliver communication services and applications when you need them.

The Cisco Unified Communications Optimization Services, part of the Cisco Lifecycle Services framework, consists of the core Cisco Network Optimization Service Bundle and the Cisco Unified Communications Optimization Service. The core network optimization bundle consists of three services: the Network Support Service, the Network Annual Assessment, and the Network Continuous Learning Service. The Cisco Unified Communications Optimization Service extends the base Cisco Network Optimization Service Bundle to help you optimize your converged network and get the most out of your Cisco Unified Communications system.

Highly trained Cisco IP Communications engineers with an intimate understanding of Cisco Unified Communications partner with your routing and switching optimization engineers to evaluate your converged network environment, including its performance levels, configurations, and anomalies, and then provide feedback and recommendations based on industry best practices and years of experience operating and optimizing converged network environments. The support they provide can help you minimize downtime across your voice network and improve Cisco Unified Communications system performance.

These services can help your Cisco Unified Communications system operate at the highest performance levels and achieve its maximum service potential. Periodic system analysis verifies that your Cisco Unified Communications system has been designed and configured to operate smoothly and at optimum levels based on the needs of your business. Analyzing performance levels helps avoid potential problems and improve network functions overall. Software analysis also prevents applications from becoming outdated and confirms whether you have the most current features and the appropriate software for your system.

Cisco Unified Communications Optimization Services provides you with a complete systems-level evaluation of your entire Cisco Unified Communications system to understand whether your converged network can support the latest productivity enhancing voice applications. During the process, Cisco engineers identify configuration issues, network congestion problems, and voice quality issues. The Cisco team follows up with a complete set of reports, recommendations, action plans, and ongoing support to help you maintain peak service levels.

Three service activities extend and enhance the base Network Support Service:
• Providing design support
• Establishing a software strategy
• Engineering and optimizing performance

A single service activity extends and enhances the base Continuous Learning Service
• Transferring knowledge and mentoring

PROVIDING DESIGN SUPPORT

Ongoing maintenance and enhancement of the voice detailed design helps your Cisco Unified Communications system meet your evolving requirements and scale to meet future demands. Cisco engineers audit the voice environment and assess operational readiness to determine the state and health of your Cisco Unified Communications system. Based on their findings they provide a remediation plan to help correct deficiencies and make sure your detailed design stays up to date and scales with your business needs.

ESTABLISHING A SOFTWARE STRATEGY

Continuous availability during routine maintenance and system level upgrades is one result of an optimized Cisco Unified Communications system. Cisco engineers begin the process by evaluating the capabilities of the Cisco Unified Communications system's current software to meet your present and future feature and functionality requirements. They also determine the software versions and upgrades necessary to support your ongoing service requirements. During this phase, Cisco engineers assess potential problems, such as hardware and software incompatibilities, and review whether scheduled events such as hardware upgrades might affect performance and thus require software changes.

ENGINEERING AND OPTIMIZING PERFORMANCE

As part of this service, Cisco engineers audit configuration templates, scripts, commands, and Quality of Service (QoS) levels to determine whether they support smooth, efficient delivery of Cisco Unified Communications system.

TRANSFERRING KNOWLEDGE AND MENTORING

Ongoing knowledge transfer and mentoring increases your staff's knowledge and productivity. Cisco engineers who understand your Cisco Unified Communications system customize the format and topics of discussion to improve your ability to maintain the network and improve performance and reliability.

Table 1. Cisco Unified Communications Optimization Service Activities and Deliverables

Table 1 Cisco Unified Communications Optimization Service Activities and Deliverables	
Activity	**Deliverable**
Provide design support • Review customer design standards • Review the IPC system design • Assess security • Develop the IPC Growth plan • Review the system test procedures • Provide ongoing consultative support	Detailed Design report containing recommendations for: • Performance improvement • System changes • Cisco voice application migration and upgrades • testing changes and improvements
Establish a Software Strategy • Assess software • Analyze software risk	• Software infrastructure analysis report on applicable Cisco Unified Communications software releases affecting feature and functionality requirements • Proactive software recommendation report which identifies risks of not upgrading to address software issues
Engineer and optimize performance • Audit IPC stability • Assess operational readiness • Tune performance • Implement tuning recommendations for Cisco • Unified Communications systems	• Baseline of converged network performance and Gap Analysis report with remediation plan • Baseline of operational staff, processes, procedures, tools and managements systems with gap analysis and remediation plan • Perform tuning recommendations for Cisco Unified Communications systems
Transfer knowledge and mentor	• Informal educational sessions • Chalk talks • Regular communication via conference calls and email

BENEFITS

The Cisco Unified Communications Optimization Service helps you get the most from your Cisco Unified Communications infrastructure. In providing these services, Cisco engineers utilize advanced tools and leading practices acquired through years of experience maintaining and optimizing Cisco Unified Communications systems.

The Cisco Unified Communications Optimization Service:
• Helps you operate and maintain an effective converged network with proper software assessment and risk analysis of Cisco Unified Communications system components.

• Keeps your Cisco Unified Communications infrastructure operating at high performance levels through personal interaction, reporting, and remediation that assists you in the process of optimizing and fine tuning.

• Helps you reduce the risk of downtime during software upgrades by making sure testing processes and procedures are complete and comprehensive.

- Improves system performance by helping you to establish a baseline that can then be used to help IT staff optimize your converged network.

- Increases the skill and expertise of your in-house IT staff through training and knowledge transfer provided by Cisco experts.

- Improves the stability, security, and efficiency of your Cisco Unified Communications system through development of a comprehensive risk mitigation strategy.

- Helps your converged network meet changing business needs by developing a comprehensive growth plan addressing current and future capacity and functionality requirements.

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 Optimization Service is available through Cisco or Cisco certified partners globally. Details may vary by region.

FOR MORE INFORMATION

For more information about Cisco Unified Communications Optimization Service or other Cisco services, visit http://www.cisco.com/go/ipcservices or contact your Cisco service account manager.

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