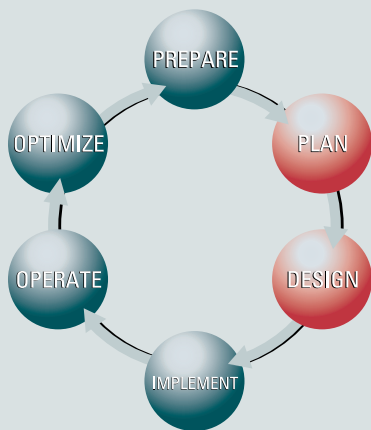


## Cisco Unified Communications Planning and Design Service Bundle

The Cisco® Unified Communications Planning and Design Service Bundle, designed for large enterprise networks, helps you successfully deploy a reliable, high-performance Cisco Unified Communications system.

### THE CISCO LIFECYCLE SERVICES APPROACH



The unique 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 you can only realize those benefits with a system that has been designed and deployed effectively. Without properly assessing and addressing critical business and technical requirements prior to implementation, you could experience costly delays, poor service quality, and a solution that fails to meet your business needs now and in the future.

The Cisco Unified Communications Planning and Design Service Bundle, part of the Cisco Lifecycle Services framework, helps ensure that crucial technical and business issues are identified and addressed proactively before you expend time and resources implementing your Cisco Unified Communications system.

Cisco engineers with years of experience designing and deploying voice solutions will assess your needs and work with you to help you get the most out of your migration. Cisco engineers are experts in IP communications, with a unique ability to identify critical gaps in the technical and operational aspects of deployments.

### Valuable Assistance for Your Deployment

The Cisco Unified Communications Planning and Design Service Bundle gauges how prepared you are to deploy your Cisco Unified Communications system and provides support to help you get ready. Deliverables that help with successful deployment include reports, recommendations, and action plans.

The Cisco Unified Communications Planning and Design Service Bundle includes the following services:

- ❑ Unified Communications Predeployment Assessment Service
- ❑ Unified Communications Deployment Support Service

## Predeployment Assessment Service

A detailed evaluation of your network's ability to support IP communications is necessary prior to any new implementation. Equally important is the ability of your staff to maintain your newly deployed Cisco Unified Communications system. During the assessment phase, Cisco engineers interview your staff and examine your network to understand the technical and business goals and review important elements such as the design of your network infrastructure, hardware, and software; LAN and WAN bandwidth; and site-related issues. These efforts help identify potential factors that could lead to performance and scalability problems later on, as well as assess the capability of your operational staff to support the newly deployed solution. Based on their findings, Cisco engineers make recommendations to help you properly identify the issues and plan your deployment correctly. (See Table 1.)

**Table 1 Pre-deployment Assessment Service Activities and Deliverables**

Activity	Deliverable
<p>Assess network readiness</p> <ul style="list-style-type: none"><li>Review proposed IP communications design and solution requirements</li><li>Gather and review your network documentation</li><li>Analyze your current network infrastructure and its readiness to support the proposed IP communications system</li><li>Assess your current voice infrastructure and its configuration to support IP communications system</li><li>Perform and document gap analysis</li></ul>	Network Readiness Assessment Report and remediation plan
<p>Assess operational readiness</p> <ul style="list-style-type: none"><li>Review the proposed operations model</li><li>Gather and review information about your current operations support infrastructure</li><li>Gather and review information about your current support model processes and procedures</li><li>Gather and review information about skills and knowledge requirements for supporting IP communications</li><li>Perform and document gap analysis</li></ul>	Operations Readiness Assessment Report and remediation plan

## Cisco Unified Communications Deployment Support Service

During the planning and design stages, Cisco engineers work with your voice engineers to validate that the design of the new solution meets business requirements and uses the methods and best practices gained by Cisco during years of Cisco Unified Communications development. Also during this phase, Cisco engineers support your staff's development and implementation of a System Acceptance Test Plan, allowing you to confirm the Cisco Unified Communications system meets specified requirements upon completion of deployment. A well-defined and implemented test plan can help reduce deployment time and solve potential problems before they affect communications.

In addition, this service provides access to Cisco engineering expertise to effectively support you during the implementation phase of your IP communications system deployment, whether your implementation is led by a Cisco Certified Partner or your voice staff. (See Table 2.)

**Table 2 Deployment Support Service Activities and Deliverables**

Activity	Deliverable
<p><b>Detailed design review and support:</b></p> <ul style="list-style-type: none"> <li>☞ Review your documentation including detailed system requirements, high-level design, and any existing voice over IP infrastructure, legacy infrastructure integration, network dial plan, and core and advanced voice services.</li> <li>☞ Provide support during the design of the Cisco Unified Communications system and collaboration services</li> <li>☞ Review end-user functional templates</li> <li>☞ Support the design of the system security</li> <li>☞ Review your system backup and DR strategies and provide recommendations</li> <li>☞ Review and support the design of system component configurations</li> <li>☞ Providing support during the design validation</li> <li>☞ Review and support the finalization and presentation of the Detailed Design</li> </ul>	<p>Cisco-supported detailed Cisco Unified Communications systems design</p>
<p><b>System Acceptance Test Plan review and support:</b></p> <ul style="list-style-type: none"> <li>☞ Review and verify your system acceptance requirements.</li> <li>☞ Review your systems acceptance test plan.</li> <li>☞ Provide recommendations based on Cisco best practices</li> <li>☞ Review and support the finalization and presentation of the System Acceptance Test Plan</li> </ul>	<p>Cisco support for the development of your system acceptance test plan</p>
<p><b>System Acceptance Testing support:</b></p> <ul style="list-style-type: none"> <li>☞ Support your preparation for execution of the Cisco supported system acceptance test plan</li> <li>☞ Support your execution of test cases as defined in the Cisco reviewed and supported systems acceptance test plan.</li> <li>☞ Review test results.</li> </ul>	<p>Cisco support for acceptance testing of your Unified Communications system</p>
<p><b>System Implementation support:</b></p> <ul style="list-style-type: none"> <li>☞ Support you in your preparation of the network environment for the implementation of the IP Communications system.</li> <li>☞ Support you in your installation, configuration, integration and testing of the site specific system infrastructure components.</li> <li>☞ Support you in your Installation, configuration, integration and testing of the voice application components.</li> <li>☞ Review your documentation regarding implemented system components, third party components, devices and applications.</li> <li>☞ Participate in your post system implementation meeting.</li> </ul>	<p>Cisco support during the implementation of your Unified Communication system</p>

## Benefits

The Cisco Unified Communications Planning and Design Service Bundle helps you successfully deploy a Cisco Unified Communications system. Drawing on extensive experience, leading practices, and advanced tools, Cisco engineers help you achieve a range of benefits, including substantial cost savings and productivity gains. This is accomplished by reducing the time required for successful deployment, working with your voice staff to transfer the knowledge required to operate and manage the new solution, and guiding you through each phase of planning, design, and implementation.

The Cisco Unified Communications Planning and Design Service Bundle helps you:

- Avoid expensive, time-consuming, and intrusive redesign through proper planning and design early in the lifecycle
- Reduce the risk of downtime by using a reference document for proper implementation
- Decrease implementation time by helping ensure that testing goals and processes are clearly defined and based on Cisco best practices
- Increase Cisco Unified Communications system reliability and efficiency with correct implementation based on proper architectural objectives, low-level design, and system implementation plan
- Achieve your Cisco Unified Communications architecture and design goals by taking a structured approach for validation and testing

## 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

The Cisco Unified Communications Planning and Design Service Bundle is available through Cisco or Cisco certified partners globally. Details might vary by region.

## For More Information

For more information about the Cisco Unified Communications Planning and Design Service Bundle or other Cisco services, visit [www.cisco.com/go/ipcservices](http://www.cisco.com/go/ipcservices) or contact your Cisco service account manager.

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