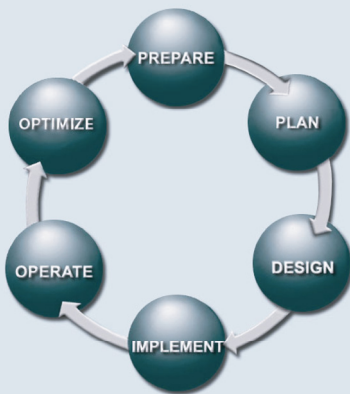


Cisco Wireless LAN Services

Cisco® Wireless LAN Services help you reduce deployment time, optimize wireless coverage, improve network performance, improve wireless security, and reduce operational expenses of your wireless solutions.

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 Cisco, our skilled network 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

CHALLENGE

Today’s increasingly mobile organizations require pervasive access to network resources and applications—regardless of a user’s location and client device. To deliver the secure, in-depth coverage that they require, businesses need a wireless LAN (WLAN) solution that can consistently provide the highest levels of stability, throughput, and performance.

Accuracy, speed, and efficiency are critical to an effective WLAN deployment. Businesses need to enhance network reliability by identifying and reducing potential performance problems and coverage holes. They need a design and architecture that enable them to deploy their wireless solution quickly and cost-effectively. And they need to overcome WLAN security, management, and access issues to reduce their operational expenses.

SOLUTION

Supporting Business and Technical Requirements Through a Lifecycle Services Approach

Cisco Wireless LAN Services provide complete lifecycle support through a robust service portfolio. Cisco Systems® can help you achieve and maintain your business objectives through our secure wireless network and applications support services. These services are based on proven methodologies for planning, designing, implementing, operating, and optimizing a variety of secure voice and data wireless network solutions, technologies, and strategies.

Cisco maintains an extensive global network of certified partners that provide specialized networking services and a wide variety of support services to help deliver a secure, in-depth enterprise mobility solution with the lowest total cost of ownership of any wireless technology vendor. Together, Cisco and its partners offer a system-level service and support approach that can help you create and deliver wireless access and advanced application support.

Planning and Design Services

Cisco Wireless LAN Secure Mobility Planning and Design Service Bundle

When deploying and maintaining a WLAN, the goal is to provide convenient access to business applications and data while also maintaining high security. If your WLAN lacks adequate radio frequency coverage or does not include the appropriate level of security, your company risks losing valuable intellectual property, your network may be vulnerable to security attacks, and your users may become less productive because they cannot access business applications and data. Through the Cisco Wireless LAN Secure Mobility Planning

and Design Service Bundle, Cisco assesses your physical environment for coverage and interference, evaluates your security requirements, and

collaborates with you to create a design and deployment plan. The Cisco Wireless LAN Secure Mobility Planning and Design Service Bundle consists of:

- Wireless LAN Radio Frequency Assessment Service
- Wireless LAN Architecture Service
- Wireless LAN Network Deployment Service

Cisco Wireless LAN Location Solution Planning and Design Service Bundle

For a WLAN location solution to rapidly locate equipment, inventory, people, and other assets, it must be properly designed for your environment. If your WLAN location solution lacks proper radio frequency coverage and the right calibration steps have not been taken, the solution may not be able to determine user and device locations accurately, or at all. The Cisco Wireless LAN Location Solution Planning and Design Service Bundle assesses your physical environment to determine the requirements for meeting your location solution coverage needs and smoothly integrating the solution into your existing WLAN. The Cisco Wireless LAN Location Solution Planning and Design Service Bundle includes:

- • Wireless LAN Radio Frequency Assessment Service
- • Wireless LAN Architecture Service
- • Wireless LAN Network Deployment Service

Cisco Wireless LAN Voice Planning and Design Service Bundle

Enabling calls to be sent and received over your wireless IP network from anywhere in your business can help boost employee productivity and business agility. However, supporting voice applications over a WLAN requires more than a basic wireless mobility deployment. If your voice-enabled wireless network lacks adequate coverage or performance, it will be unreliable. Users may not be able to place or receive calls or experience inconsistent quality of service and dropped calls. The entire network could suffer from performance degradation, with users unable to consistently access the data network and applications. Through the Cisco Wireless LAN Voice Planning and Design Service Bundle, Cisco assesses your physical environment for coverage and interference, reviews your wireless voice and data requirements, works with you to create a design to meet your needs, and establishes deployment steps. The Cisco Wireless LAN Voice Planning and Design Service Bundle includes:

- Wireless LAN Radio Frequency Assessment Service
- Wireless LAN Architecture Service
- Wireless LAN Network Deployment Service

Cisco Wireless LAN Guest Access Planning and Design Service Bundle

Guest access to your wireless network lets you extend network access and services to customers, partners, vendors, and other approved visitors through a secure, easy-to-use solution. But if guest access is not properly planned and designed, your ability to control, safeguard, and track access to the Internet may be compromised. The Cisco Wireless LAN Guest Access Planning and Design Service Bundle assesses your requirements for guest access, develops a design to meet these requirements, and establishes steps for deploying a solution, including setting up a guest access portal that builds upon your existing wireless infrastructure. The Cisco Wireless LAN Guest Access Planning and Design Service Bundle includes:

- Wireless LAN Architecture Service
- Wireless LAN Network Deployment Service

Cisco Wireless LAN Assessment Scoped Service

A thorough assessment of your existing environment is an essential step in planning and designing new wireless services and applications or the first step in creating a network improvement plan for an existing wireless infrastructure. The Cisco Wireless LAN Assessment Scoped Service analyzes your existing wireless network with as much depth, breadth, or specificity as you require and delivers an actionable network

improvement plan. The Cisco Wireless LAN Assessment Scoped Service is a service offering that can be customized and tailored to meet your deployment and/or business objectives. The service can evaluate your network for network performance, security, device compatibility, RF coverage, protocols, routing algorithms, and wireless applications and compare them to Cisco and industry standards and best practices. This analysis and associated recommendations help you reduce risk and operating expenses while helping improve network performance.

Cisco Wireless LAN Project Management Scoped Service

Effective project management can make all the difference in helping ensure a successful WLAN deployment. The Cisco Wireless LAN Project Management Scoped Service provides an experienced project manager who has wireless technology experience to help you manage projects throughout the network lifecycle. This scoped service assists you in deploying a WLAN solution on time and on budget by establishing deployment project parameters, identifying primary sponsors, developing a project plan, and managing the project.

Cisco Wireless LAN Design Scoped Service

No two businesses are alike, and an effective wireless solution must consider the unique environment and business processes that it will support. The Cisco Wireless LAN Design Scoped Service can help you design a network that is optimized for your specific business objectives with optimal security, performance, and operational considerations. This scoped service offering helps you to reduce redesign and improve system performance, resiliency, and availability. Experienced wireless Cisco engineers validate products and features early in the solution lifecycle and develop an in-depth, detailed design that can be implemented quickly and cost-effectively.

Implement Services

In the implement phase, a company works to integrate devices and new capabilities in accordance with the design—without compromising network availability or performance. Service activities for the implementation phase of the network or solution lifecycle are delivered primarily through Cisco channel partners. However, for technologies and applications that are relatively new, Cisco can perform service activities in conjunction with its channel partners. Cisco transfers knowledge to broaden and deepen the expertise of its channel partners and your staff in supporting the following implementation activities:

- Configuring your wireless LAN
- Conducting a post installation wireless LAN or wireless mesh verification survey
- Validating your wireless LAN's ability to support advanced solutions such as voice over wireless LAN and location
- Calibrating your wireless LAN location solution

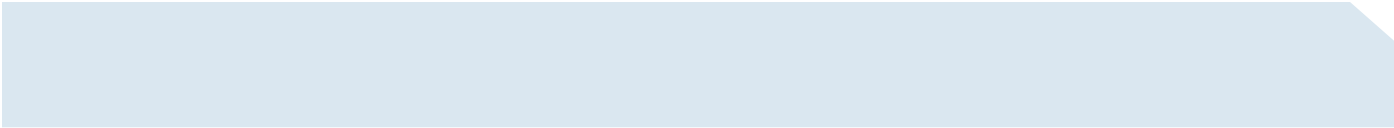
Operate Services

Cisco SMARTnet and Cisco SMARTnet Onsite

Even if your network is well designed, and even if you use Cisco solutions with industry-leading reliability, unexpected problems can sometimes arise. If a problem does arise in your wireless network, you cannot afford to cut off your customers or leave your employees with reduced access to the business applications they need. Cisco SMARTnet® includes registered access to Cisco.com for online tools and technical assistance, access to the Cisco Technical Assistance Center (TAC), Cisco IOS® Software updates, and advance replacement of failed hardware. Together, these resources help you address any immediate issues that arise, while extending and enhancing the operational lifetime of your Cisco networking devices and Cisco IOS Software. Cisco SMARTnet Onsite combines all of the critical SMARTnet resources with the added assurance of hardware replacement from a trained Cisco field engineer. SMARTnet Onsite provides an extra degree of confidence that any hardware issues will be resolved by a skilled Cisco expert employing industry best practices.

Cisco Focused Technical Support Services

When your business and employees depend on your wireless network, an outage of even a few hours can mean reduced productivity and lost profitability. If unforeseen issues arise, you need help right away from experts who already are familiar with your network environment and can quickly determine the cause of any problem. Cisco Focused Technical Support services build on the core Cisco Technical Support Services by providing more personalized support from the most skilled, highly trained Cisco engineers and technical staff members. You can receive the



expert operational, technical, and engineering assistance you need from a world-class Cisco support team that is intimately familiar with your operations and embedded network. With individual attention and simplified support services, you can more rapidly restore service after a disruption, continuously improve the operational efficiency of your network and networking team, and maintain maximum security and uptime of your Cisco network solutions. Three services are available:

- Cisco High-Touch Operations Management
- Cisco High-Touch Technical Support
- Cisco High-Touch Engineering

Cisco Software Application Support Services

Wireless technology can extend business applications to places they could never reach before and dramatically improve employee productivity. However, under secured or poorly performing wireless LANs can stall business processes, erode profitability, and leave your business vulnerable to damaging network attacks. To preserve the integrity and availability of your wireless infrastructure, you need more than just the latest hardware and security solutions. You need to augment your wireless LANs with the most up-to-date, optimized software and applications. Cisco Software Application Support Services strengthen the availability, reliability, and functionality of your Cisco software applications. Designed specifically for Cisco software applications, these services go beyond basic operating system software support by providing access to expert technical assistance, the latest software releases, and a wealth of technical information with registered access to Cisco.com. You can also choose to bolster software application services with support for major application software upgrades, as well as routine releases. Covering more than 100 Cisco software applications, including Cisco security management, access control, and threat protection software, these services help you optimize and enhance the Cisco solutions you use to centrally manage and defend your network and protect your Cisco software investment. Two services are available:

- Cisco Software Application Support
- Cisco Software Application Support plus Upgrades

Optimization Services

Cisco Wireless LAN Optimization Service

To make the most of your WLAN deployment, you need the ability to continuously improve the performance and operations of your mobile network infrastructure. The Cisco Wireless LAN Optimization Service delivers ongoing design support, performance analysis and recommendations, software analysis, and knowledge transfer sessions. This service helps you increase the value of your investment by improving network performance, security, availability, and quality of service.

Cisco Wireless LAN Training Scoped Service

To reduce your ongoing operational expenses, you need to deliver effective professional training to your network support organization. Whether your WLAN technology is new to your network or a new person is on staff, the Cisco Wireless LAN Training [Scoped](#) Service can educate you about wireless technology, common problems, troubleshooting techniques, and operational best practices. The service helps increase the proficiency of your network support organization by assessing the existing skills and creating a training curriculum that provides the knowledge required to support the wireless infrastructure. After the Cisco engineers understand your business objectives, evaluate the capabilities of the existing staff, and identify the training required to align skills with the requirements, Cisco or a Cisco training partner can deliver custom training workshops that include both classroom lecture and hands-on exercises. The results are reduced risk, less network downtime, and fewer avoidable deployment delays.

BENEFITS

Cisco Wireless LAN Services help you increase your investment through reduced deployment time, optimal base station placement, increased performance, and reduced operational expenses. The complete wireless service portfolio offers end-to-end lifecycle support tailored for your level of network complexity and operational maturity. These services can help you avoid costly mistakes during the solution design and implementation phase and then provide continuous optimization support as your network, your applications, and your users evolve over time. Cisco Wireless LAN Services help you:

- Increase the accuracy, speed, and efficiency of WLAN deployments by providing expertise and methodologies such as site surveys and solution design and architecture.
- Reduce support calls to your IT staff by designing a WLAN that minimizes coverage holes.
- Improve organizational productivity, efficiency, and cost savings by providing a secure, manageable wireless solution.
- Reduce network operations costs and enhance network reliability by identifying indications of potential performance problems and making recommendations to proactively address them.
- Increase your network stability, throughput, utilization, and performance.
- Identify and correct potential network configuration problems and software interoperability issues before they become major issues.

WHY CISCO SERVICES

Cisco Systems and its partners provide a broad portfolio of end-to-end services and support that can help you improve network total cost of ownership, business agility, and network availability to increase your network's business value and return on investment.

The Cisco Lifecycle Services define 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. This approach can help you to achieve a high-performance network, integrate advanced technologies, lower operational costs, and maintain network health through day-to-day operations.

FOR MORE INFORMATION

For more information about Cisco WLAN Services, visit

www.cisco.com/en/US/products/svcs/ps2961/ps2738/services_segment_service_home.html or contact your local account representative.

Cisco Services.

**Making Networks Work.
Better Together.**

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