
Cisco WebEx Cloud Connected Audio Plan, Design, and Implement Service



Realize the True Value of Your Investment in Cisco Collaboration Applications with Intelligent Customized Services from Cisco Services

The Challenge

The Cisco Collaboration Cloud allows organizations to give users what they need to collaborate; when, where, and how they need it. Through Collaboration Applications like Cisco WebEx, businesses have been able to reduce their total cost of ownership by shifting capital expenditure to operational expenditure. The Software as a Service (SaaS) model has greatly improved the efficiency of many companies and improved the Cisco Collaboration Experience: Mobile, Social, Visual, Virtual. With today's tight budgets and increased globalization, companies who are logging extensive minutes each month to collaboration are seeing their telephony costs rise. To further reduce the cost of ownership, Cisco WebEx Cloud Connected Audio provides the same integrated audio experience, but allows you to extend the Cisco Collaboration Cloud to your Enterprise.

The Solution

With highly effective communication and interaction tools that are critical to helping you remain competitive, Cisco Services and our certified partners make it easy for you to get started and even easier to scale throughout your various operations, with minimal effect on IT or internal operations. Our experts will provide your organization with the guidance and technical resources necessary to make sure your organization experiences a rapid implementation that meets your business, security policy, and compliance requirements. To realize productivity gains in the shortest time frame, we recommend a phased deployment.

Table 1, following, will provide the details of the activities, deliverables, and benefits associated with the Cisco WebEx Cloud Connected Audio Plan, Design, and Implement Service.

Table 1: Cisco WebEx Cloud Connected Audio Plan, Design, and Implement Service Activities, Deliverables, and Benefits

Activities and Deliverables	Benefits
Project Management <ul style="list-style-type: none"> • Designate a single point of contact throughout all services to be delivered • Coordinate and manage all Cisco responsibilities • Develop a Project Schedule highlighting all deliverable and appropriate milestones • Define milestone dependencies, risks, and issues associated with successful completion of the project • Provide a Project Plan for review and approval 	<ul style="list-style-type: none"> • Comprehensive and logical schedule allows Cisco and your organization to set expectations • Provides proactive identification of dependencies and risk when preparing for successful project completion
Customer Requirements Analysis <ul style="list-style-type: none"> • Conduct customer requirements gathering workshop(s) with your key organizational stakeholders • Identify business, product, and solution objectives while aligning them to the features and capabilities of the Cisco WebEx application • Provide the Customer Requirements Document detailing the agreed-upon requirements 	<ul style="list-style-type: none"> • Establish the Cisco WebEx Solution and project requirements up-front • Discuss the Cisco WebEx requirements with a Cisco subject matter expert in order to establish the functionality that your organization will incorporate to enhance collaboration • Help mitigate risks by proactively addressing any feature or functionality issues, and network or application oversubscription
High Level Design Development <ul style="list-style-type: none"> • Review the existing network architecture strategy and design(s), and any planned design changes. • Develop a High Level Design Document incorporating business and technical objectives • Provide a High-Level Design Document 	<ul style="list-style-type: none"> • Built using the results of the customer requirements gathering workshops in order to meet your priorities and requirements • Envision the end-goals of the solution through a high-level conceptual design
Detailed Design Development <ul style="list-style-type: none"> • Evaluate Hardware and Software levels and as-built configuration in the context of the High Level Design Document • Develop a Detailed Design Document based upon your organization's business and technical requirements, to include data flow diagrams • Provide a Detailed Design Document 	<ul style="list-style-type: none"> • Detailed configuration that is necessary to implement the proposed Cisco WebEx Cloud Connected Audio Solution
Network Implementation Plan Development <ul style="list-style-type: none"> • Detail implementation tasks, including validation activities • Develop the Network Implementation Plan including the procedure necessary to deliver the Service, identify task owners, and provide an implementation schedule • Provide a Network Implementation Plan 	<ul style="list-style-type: none"> • Improves efficiency by using a structured and well-documented approach for solution implementation • Enables a smooth technology deployment by providing a comprehensive schedule and implementation tasks
Adoption Plan Development <ul style="list-style-type: none"> • Conduct remote (Cisco WebEx) workshop(s) to establish adoption-related tasks and objectives • Develop the Adoption Plan, including: an implementation schedule; communication tasks; training tasks; reporting tasks; success metrics; initial adoption activities; and task owners • Provide an Adoption Plan 	<ul style="list-style-type: none"> • Proactive plan that will aid in creating the environment necessary for rapid adoption of the Cisco WebEx product • Includes detailed listing of tasks and owners

Activities and Deliverables	Benefits
Implementation and Testing <ul style="list-style-type: none"> Implement the Cisco WebEx Cloud Connected Audio Solution in accordance to the Network Implementation Plan Receive consultative support as your organization verifies the solution is ready for pilot 	<ul style="list-style-type: none"> Quickly access the Cisco WebEx Service Expert support from Cisco through the process of implementing the Cisco WebEx Cloud Connected Audio Solution
Production Pilot and Deployment <ul style="list-style-type: none"> Enable deployment of the Cisco WebEx Cloud Connected Audio Solution for the users involved with the Pilot and Deployment Provide remote support for a period of time as the production pilot and deployment is handed-off to your organization 	<ul style="list-style-type: none"> Access to the expertise of our Cisco Services Engineers through the deployment cycle
Adoption Launch <ul style="list-style-type: none"> Remotely support your organization during the Adoption Plan implementation 	<ul style="list-style-type: none"> Experienced Cisco engineers will help your organization optimally communicate the change to user groups across your company while increasing rapid adoption rates
Cisco WebEx Operations Guide Development <ul style="list-style-type: none"> Craft the Cisco WebEx Operations Guide Document, including processes for maintaining and modifying the existing configuration Provide the Cisco WebEx Operations Guide Document to your team for review and approval 	<ul style="list-style-type: none"> Proven best practices for maintaining the Cisco WebEx Solution

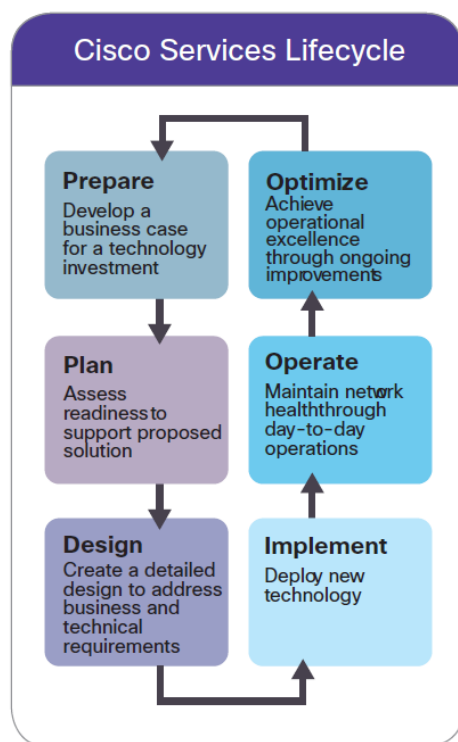
Cisco Services

Today's network is a strategic platform in a world that constantly evolves to demand faster and better integration between people, processes, information, and ideas. When optimal services are combined with optimal products, the results are solutions that align with your business needs, opportunities, and future.

Through this balance of knowledge and experience, Cisco Services work to make networks, applications, and the people who use them work better together.

Cisco Lifecycle Approach

Figure 1: Cisco Services Lifecycle



Plan: Assess your business and technical requirements. We'll help you scope out the effects of our platform across your enterprise and then determine the best way to use our collaboration technology.

Design: We'll help you translate your business goals and technical requirements into a unified communications and collaboration vision. Further, we'll provide a blueprint that supports your technical infrastructure and virtual communication design objectives.

Implement: Count on Cisco to help you deploy your collaboration solution. Together we'll determine which plan best meets your requirements so you can be assured that you're implementing a virtual technologies solution that supports your business programs and initiatives.

For More Information

To learn more about the Cisco WebEx Cloud Connected Audio Plan, Design, and Implement Service please visit the [Service Group](#) or contact your local Cisco account representative.



Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

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