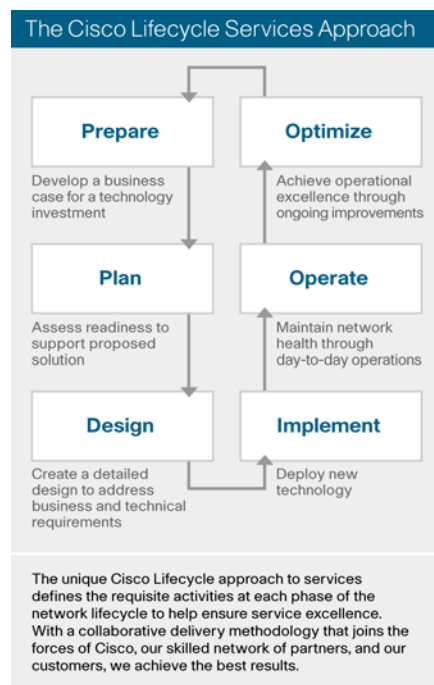


Cisco Unified Communications Services

Cisco® Unified Communications Services enable powerful ways to collaborate with coworkers, partners, and customers across any workspace.



Challenge

Today, quickly adapting to market changes while increasing productivity and improving competitive advantage is critical. Enabling collaboration across any workspace, securely and with optimal quality, is crucial to success.

Solution

Cisco Unified Communications solutions together with services, delivered by Cisco and our partners, provide a secure and resilient solution that meets your needs to today and in the future.

Our portfolio of services is based on proven methodologies that help accelerate cost savings and productivity gains associated with deploying a Cisco Unified Communications solution. Requisite activities are defined at each phase. Customized planning and design services focus on creating solutions that meet business needs. Award-winning technical support increases operational efficiency. Remote management services simplify day-to-day operations, and optimization services enhance solution performance as your business needs change.

Cisco Unified Communications Prepare Services

Align your unified communications and collaborative technology requirements with your business priorities. This service provides a foundation for deploying a scalable, reliable, high-performance Cisco Unified Communications solution to meet your business needs.

The Cisco Unified Communications Prepare Services include:

- Cisco Collaboration Assessment Service for UC Business Transformation and Justification, Formerly Known as Cisco Unified Communication Communications Business Justification Service
- Cisco Collaboration Strategy and Analysis Service for Unified Communications, Formerly Known as Cisco Unified Communications Deployment Strategy Service
- Cisco Collaboration Strategy and Analysis Service for Unified Communications Architecture, Formerly Known as Cisco Unified Communications Collaboration and Innovation Architecture Service

Cisco Collaboration Assessment Service for UC Business Transformation and Justification

The Cisco Collaboration Assessment Service for UC Business Transformation and Justification helps create business and financial justification in the prioritization of a Cisco Unified Communications solution. Aligning to your business goals and requirements, creating solution use cases, and creating a requirements document are essential requirements.

Cisco Collaboration Strategy and Analysis Service for Unified Communications

The Cisco Collaboration Strategy and Analysis Service for Unified Communications consists of an in-depth analysis of your business requirements, developing current and future unified communication applications strategy to meet your changing organizational needs.

Cisco Collaboration Strategy and Analysis Service for Unified Communications Architecture

The Cisco Collaboration Strategy and Analysis Service for Unified Communications Architecture is designed to develop an architectural roadmap based on business imperatives and an applications strategy. It helps provide application predictability and assurance for the future.

Cisco Unified Communications Planning and Design Services

Helps you identify and proactively address crucial business and technical considerations before spending time and resources implementing your Cisco Unified Communications solution. Provides a consistent, repeatable methodology to help you successfully plan and design a scalable, resilient, and available architecture. This service includes:

- Cisco Unified Communications Scoped Planning Service
- Cisco Unified Communications Scoped Design Service

Cisco Unified Communications Scoped Planning Service

Helps you prepare your business, network, and staff through six activities:

- Solution and end-user requirements validation
- Architecture validation
- Network readiness assessment
- Operations support roadmap planning
- Site requirements specification
- Project management

Cisco Unified Communications Scoped Design Service

Identifies network changes required to support your system and helps you prepare your IT staff through four activities:

- Detailed design development
- Site-specific network implementation plan development
- Solution and site acceptance test plan development
- Staff training plan development

Cisco Unified Communications Predeployment, Deployment, and Postdeployment Service Bundle

This bundle contains three services Cisco views as essential to successfully deploying your solution:

- Cisco Collaboration Assessment Service for Unified Communication Pre Deployment, Formerly Known as Cisco Unified Communications Predeployment Assessment Service
- Cisco Unified Communications Deployment Support Service
- Cisco Collaboration Assessment Service for Unified Communication Post Deployment, Formerly Known as Cisco Unified Communications Postdeployment Assessment Service

Cisco Collaboration Assessment Service for Unified Communication Pre Deployment

This service provides a detailed evaluation of your network and staff readiness to support your Cisco Unified Communications solution. Cisco engineers interview your staff and examine your network to understand your goals and requirements. We identify factors that could lead to performance and scalability problems and assess the capability of your operational staff to support the newly deployed solution. Based on assessment findings, we make recommendations to help resolve issues and plan your deployment correctly.

Cisco Unified Communications Deployment Support Service

This service helps reduce deployment time and solve potential problems before they affect communications. Cisco engineers work with your team to review your solution design and confirm its conformance to your business requirements and to industry best practices. We provide support in developing a systems acceptance test plan that is used to plan to validate the deployed system's conformance to your specified requirements. This service also provides access to Cisco engineering expertise to effectively support you during the implementation phase of your Cisco Unified Communications solution deployment, whether your implementation is led by a Cisco Certified Partner or your in-house staff.

Cisco Collaboration Assessment Service for Unified Communication Post Deployment

After successfully deploying your Cisco Unified Communications solution, postdeployment assessment helps you keep it operating efficiently. Cisco engineers make recommendations for improving the stability, efficiency, and maintainability of your Cisco Unified Communications solution and identify any knowledge gaps that might have emerged during system deployment. Addressing these primary areas sets the stage for optimizing your Cisco Unified Communications solution for peak performance.

Cisco Unified Communications Fast Track Migration Service

The Cisco Unified Communications Fast Track Migration service is offered under our Planning and Design service. It is designed to enable organizations to migrate to the latest version of Cisco Unified Communications Manager transparently without sacrificing productivity, performance, or security. Following a phased approach, this service helps ensure the current implementation of your network meets the requirements essential for a transparent migration. Lab tests are performed on your communications manager publisher database to verify integrity and correctness, and then a migration plan that details critical information required to perform the migration is developed. The confidence knowing this effort is supported by a Cisco engineering expert during the actual migration delivery brings peace of mind. This service will allow you to take advantage of richer, more collaborative communications available.

Cisco Unified Communications Operate Service

This service helps you maximize your Cisco Unified Communications solution and quickly resolve network incidents by providing software application support, comprehensive monitoring, and specialized engineers. This service helps improve productivity, increase operational efficiency, and improve performance. Three services are offered to support Cisco Unified Communications systems:

- Cisco Unified Communications Essential Operate Service
- Cisco SMARTnet[®] Service
- Cisco Unified Communications Remote Management Services

Cisco Unified Communications Essential Operate Service

Cisco Unified Communications Essential Operate Service provides software updates to help ensure your applications are up to date and run smoothly. You receive 24-hour access to a team of Cisco engineers and certified partners that can quickly identify and resolve application software problems. Depending on your service contract, the Cisco Unified Communications Essential Operate Service might also protect you with next-business-day advance hardware replacement if a device or system fails. The service offers two options:

- Cisco Unified Communications software application support includes full-time phone and remote technical and maintenance support, software maintenance release updates, and access to extensive resources in the Cisco.com knowledge base.
- Cisco Unified Communications software application and server support includes the preceding features and next-business-day advance hardware replacement (premium service level options for 4-hour replacement also available) for products purchased as combined hardware and software bundles.

Cisco Unified Communications Essential Operate Service is a prerequisite for purchase of a Cisco Unified Communications Software Subscription. A Cisco Unified Communications Software Subscription provides a cost-effective way to predict and plan your unified communications upgrades over a period of years.

Cisco SMARTnet Service

Award-winning technical support service provides IT staff direct, anytime access to Cisco engineers and Cisco.com resources, helping ensure fast, expert response and accountability to resolve critical network issues.

Cisco SMARTnet Service provides the following:

- Full-time global access to the Cisco Technical Assistance Center (TAC)
- Access to extensive Cisco.com knowledge base and tools
- Next-business-day advance hardware replacement (premium service level options for 2-hour and 4-hour replacement also available)
- Ongoing operating system software updates
- Option available for an engineer to install replacement parts at your location; Cisco SMARTnet Onsite implements Cisco technology expertise and practices to help ensure that your network operates at the highest levels

For more information, visit www.cisco.com/go/smartnet.

Cisco Unified Communications Remote Management Services

Provides comprehensive monitoring, issue resolution, and management of your converged voice and data network 24 hours a day, 7 days a week. This service manages the day-to-day management of IP-based communication network infrastructure, system devices, and Cisco Unified Communications applications. Delivered by an experienced team of Cisco Remote Operations Services engineers that provide daily support using Cisco leading practices and processes based on ITIL®. By outsourcing your daily management tasks to Cisco experts, you receive industry-leading service while maintaining control of your network and allowing your IT staff to focus on activities that are strategic to your business.

For more information, visit www.cisco.com/go/ros.

Cisco Unified Communications Optimization Service

Helps your Cisco Unified Communications solution operate at peak performance. It is an extension to Cisco Foundation Technology Optimization Service/Network Optimization Support (NOS), a service that focuses on optimizing core network infrastructure performance, enhancing security, and increasing operational efficiency. This service builds on device-level support with advanced network-level and consultative proactive support that helps you design, implement, operate, and optimize your deployed Cisco network infrastructure. This service provides the following activities:

- Detailed design report: Cisco engineers audit the unified communications environment and assess operational readiness to determine the state and health of your Cisco Unified Communications system. Based on audit results, recommendations are provided for correcting deficiencies and keeping your detailed design current and scalable.
- Cisco Unified Communications stability audit: Cisco engineers identify potential deficiencies that should be resolved to achieve a stable environment and improve availability. We collect and analyze information about your Cisco Unified Communications infrastructure design, device health, and Cisco Unified Communications application configurations to gauge compliance with Cisco leading practices.
- Cisco Unified Communications operations support roadmap: Cisco engineers work with your operational staff to help manage and maintain an efficient Cisco Unified Communications solution. We assess your current operations processes and tools, map and recommend alternatives based on your Cisco Unified Communications support requirements, and develop a Cisco operation support roadmap based on the findings.

- **Proactive software recommendation and security alerts software strategy:** Cisco engineers evaluate the ability of your Cisco Unified Communications solution and application software to meet present and future feature and functionality requirements. We determine software versions and upgrades necessary to support your ongoing service requirements, assess potential hardware and software incompatibilities, and determine whether scheduled events such as hardware upgrades might affect performance and indicate a need for software changes.

Additional activities that can be added to this service in any combination include:

- **Cisco Unified Communications Design Consultation:** Determine which Cisco Unified Communications applications would be required to meet your business needs. Identify potential implications and costs of growth in your network environment as more users, devices, and applications are added.
- **Performance tuning:** Audit configuration templates, scripts, commands, Cisco IOS® Software, and quality-of-service (QoS) levels to gauge their ability to support smooth, efficient delivery of Cisco Unified Communications. Identify opportunities to optimize performance and reliability. Determine the best approach for achieving performance gain.
- **Knowledge transfer and mentoring:** Ongoing knowledge transfer and mentoring increase your staff's knowledge and productivity to improve your ability to identify potential problems and determine strategies to address them.
- **Cisco Unified Communications change support:** Provide accelerated response to manage resolution of any Cisco Unified Communications Priority 1, Priority 2, or Priority 3 Cisco TAC case. At case closure we take the work of the Cisco TAC a few steps further, summarizing the issue, where it originated, and how it was resolved and recommending measures for preventing similar issues in the future.

Cisco Smart Care

Proactively verifies that the network is secure, reliable, and functioning optimally so that you can improve your employee productivity and customer responsiveness and get the most from your technology investments. Delivered by Cisco and our partners, this collaborative service offering provides:

- **Peace of mind:** Proactively verifies that your network is secure, reliable, and functioning optimally at all times in a simple complete solution.
- **Network visibility and improvement:** Provides visibility into the health and security of your network, giving you the information you need to improve performance and increase operational efficiency.
- **Centralized support and maintenance:** Customized by your Cisco certified partner specifically for you, to give you the right level of network service to support the size and complexity of your business.

For more information, visit www.cisco.com/go/smartcareservice.

Benefits

Services, delivered by Cisco and our partners, help organizations deploy a secure, resilient Cisco Unified Communications solution, enabling powerful ways to collaborate with coworkers, partners, and customers across any workspace. Our comprehensive portfolio of services is based on proven methodologies that help accelerate cost savings and productivity gains associated with deploying a Cisco Unified Communications solution. Our services can help you to:

- Align business priorities with technology capabilities, to help ensure your environment is built for today and the future.
- Decrease implementation time by helping ensure testing goals and processes are clearly defined and increase productivity by rapidly resolving issues and improving availability.

- Increase Cisco Unified Communications system reliability and efficiency with an effective implementation based on proper architectural objectives, low-level design, and 24-hour access to Cisco application and operating system patches and updates.
- Accelerate productivity benefits and improve performance with proactive, remote system monitoring and management, complementing in-house IT support infrastructure with integrated and thorough technical support.
- Enhance in-house expertise and training by providing access to online tools, a knowledge base, and technical resources.

Why Cisco Services

Today, the network is a strategic platform in a world that demands better integration between people, information, and ideas. The network works better when services, together with products, create solutions aligned with business needs and opportunities.

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.

For More Information

For more information about Cisco Unified Communications Services, visit www.cisco.com/go/ucservices or contact your local Cisco account representative or authorized partner. All Cisco Services might not be available in all theaters.

Cisco Services.
Making Your Business
Work Smarter.



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San Jose, CA

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

Europe Headquarters
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