Cisco TelePresence Planning, Design, and Implementation Service

The Cisco® TelePresence Planning, Design, and Implementation Service helps organizations accelerate the business benefits of the Cisco TelePresence Solution and get the most from their technology investment.

Service Overview

In today's competitive business environment, enterprises that can effectively communicate, collaborate, and respond rapidly to change are most likely to succeed. However, while enterprises have access to more sophisticated communications tools than ever before to keep employees connected, there is still no substitute for face-to-face meetings, which present a major drain on travel budgets and employee quality of life.

Cisco TelePresence offers a new category of real-time communications and collaboration that combines technology, environment, and services to create "in-person" meeting experiences over the IP network. Enterprises using Cisco TelePresence can speed decision making, improve business continuity in the event of disasters or disruptions, and gain a distinct competitive edge. However, to reap the advantages of this solution, organizations need to make sure that the Cisco TelePresence solution is deployed in an optimal manner.

The Cisco TelePresence Planning, Design, and Implementation Service delivers a comprehensive service offering to help enterprises prepare, plan, and design their networks for the successful implementation of the Cisco TelePresence solution. The service is available from Cisco in conjunction with a select group of Cisco Advanced Technology Provider (ATP) partners with deep experience in networking and Cisco Unified Communications and special training in virtual presence technology. These partners draw on proven deployment methodologies to accelerate the business benefits of Cisco TelePresence technology. With virtual presence experts focusing on planning and deploying the solution, enterprises can focus on business transformation.

Cisco TelePresence Planning, Design, and Implementation Service

Cisco TelePresence technology has a profound effect on an organization's ability to communicate, cooperate, and respond to unforeseen business issues. However, to provide the consistent, high-quality experience enterprise users expect, the organization's network, physical meeting sites, and the Cisco TelePresence solution itself must be optimally designed and implemented. Without careful consideration of an enterprise's specific business and technical requirements, IT and end-user experience, and effect of the solution on the overall network, organizations might not realize the full potential of Cisco TelePresence.

The Cisco TelePresence Planning, Design, and Implementation Service provides comprehensive support throughout the planning and deployment of a Cisco TelePresence solution, helping organizations quickly realize the benefits of this new real-time, immersive technology. The service helps enterprises achieve their business objectives by assessing the existing network and physical environments, developing an implementation-ready design based on the organization's requirements, and working with internal IT staff throughout the implementation and testing of the solution, as well as through end-user training. The service is delivered by expert Cisco or Cisco ATP partner engineers with deep backgrounds in Cisco Unified Communications and a detailed understanding of all components of the TelePresence solution, including hardware, software, and application configuration.

Cisco and its ATP partners draw on the proven Cisco Lifecycle Services methodology, as well as industry-leading Cisco intellectual property and networking expertise to align Cisco TelePresence service and support activities with the enterprise's business and technology requirements throughout the network lifecycle. As a result, enterprises can deploy Cisco TelePresence on their existing network (instead of building an overlay network), ensure smooth integration and interoperability with other Cisco Unified Communications solutions, and gain maximum advantage from their converged infrastructure investment.

Cisco TelePresence Planning, Design, and Implementation Service consists of:

- Cisco TelePresence Project Management
- Cisco TelePresence Customer Requirements Validation
- Cisco TelePresence Room Readiness Assessment
- Cisco TelePresence Network Path Assessment
- Cisco TelePresence Detailed Design Development
- Cisco TelePresence Network Implementation Plan Development
- Cisco TelePresence Solution and Site Acceptance Plan Development
- Cisco TelePresence Endpoint Site Implementation and Testing
- Cisco TelePresence Core Component Site Implementation and Testing
- Cisco TelePresence Administrator and End User Knowledge Transfer

Table 1 shows Planning, Design, and Implementation Service activities and deliverables.

Table 1. Cisco TelePresence Planning, Design, and Implementation Service Activities and Deliverables

Activity	Deliverables
Project Management • Develop comprehensive project management plan to manage the deployment • Provide a single point of contact ("Cisco project manager") for all issues relating to the service Customer Requirements Validation • Gather and document customer requirements to validate the TelePresence system meets customer objectives and technical requirements • Perform feature, functional, and architecture analysis based on gathered data • Gather requirements for TelePresence application such as Virtual Agent and Intercompany • Identify and design dial plan requirements based on gathered data • Identify, document, and present feature/functionality and/or design gaps Room Readiness Assessment • Survey the physical environment to make sure Cisco certifications for TelePresence conference room requirements are met • Verify that facility locations have been implemented according to Cisco certification requirements for TelePresence Network Path Assessment • Gather information about customer network, including network architecture, network topologies, network usage requirements, TelePresence conferencing requirements, and security policy • Analyze site-to-site links between TelePresence sites and identify the appropriate network path to support Cisco TelePresence solution requirements • For Intercompany TelePresence solutions, identify and analyze critical network elements in the Customer's network ONLY which are in the path of Intercompany TelePresence call. This validates compliance with the Cisco TelePresence solution design requirements for Intercompany. • Gather critical network elements in the path of Cisco TelePresence endpoints to Intercompany exit point as they relate to Intercompany architecture • Gather and understand customer's business process flow and agent call routing requirements for the Cisco TelePresence Virtual Agent application Detailed Design Development • Develop implementation-ready design for the TelePresence solution based on customer requirements Network Implementation Plan Development • Develop Network Implementation Plan detailing the information required to implement each element of the TelePresence solution, including hardware, software, and application configuration Solution and Site Acceptance Test Plan Development • Identify TelePresence facility requirements for testing • Identify TelePresence networking and equipment readiness requirements • Develop system acceptance test plan and test cases based on customer's TelePresence solution • Test solution cases and sites to determine readiness of the TelePresence solution Endpoint Site Implementation and Testing • Physical implementation and logical configuration of TelePresence Endpoints Core Component Site Implementation and Testing • Physical implementation and logical configuration of TelePresence infrastructure components. Administrator and End User Knowledge Transfer • Create custom end-user training materials for system administrators and end users • Deliver training to administrative staff, support personnel, and end users	• Project Management Plan • Customer Requirements Document • Room Readiness Assessment Report • TelePresence Network Path Assessment Report • TelePresence Detailed Design Document • TelePresence Solution Network Implementation Plan • TelePresence Solution and Site Acceptance Test Plan • Customer solution-specific training materials for system administrators, support teams, and end-users

Benefits

The Cisco TelePresence Planning, Design, and Implementation Service encompasses a robust set of activities necessary to successfully deploy Cisco TelePresence technology and realize the solution's full productivity and business agility benefits. This critical part of the overall Cisco TelePresence solution protects organizations against downtime caused by improper solution design, helps avoid costly deployment delays, and helps enterprises implement a Cisco TelePresence solution that fully meets expectations.

The Cisco TelePresence Planning, Design, and Implementation Service helps organizations:

- Accelerate the business benefits of Cisco TelePresence by accurately assessing the effects of the solution on the network and on physical locations
- Decrease deployment times
- Identify potential issues and address all requirements in the detailed design of the solution
- Quickly address any issues that arise during the course of the Cisco TelePresence project, avoiding costly deployment delays and minimizing the risk associated with adopting advanced technologies
- Realize maximum value from the solution by transforming business and technical requirements into a detailed design that can be implemented efficiently and effectively, and can provide a Cisco TelePresence solution that serves as a platform for innovative, business-transforming network services and applications
- Increase operational efficiency by training administrative staff, support staff, and end users on the solution

Summary

Cisco TelePresence technology fundamentally changes the way employees communicate and empowers enterprises to better collaborate and respond to change. However, the solution can only provide these benefits when it is planned, designed, and deployed in a way that broadly addresses all of an organization's business and technical requirements. The Cisco TelePresence Planning, Design, and Implementation Service delivers the planning and integration expertise enterprises need to deploy innovative Cisco TelePresence solutions with confidence.

Why Cisco Services

Realize the full business value of your technology investments with smart, personalized services from Cisco and our partners. Backed by deep networking expertise and a broad ecosystem of partners, Cisco Services enable you to successfully plan, build, and run your network as a powerful business platform. Whether you are looking to quickly seize new opportunities to meet rising customer expectations, improve operational efficiency to lower costs, mitigate risk, or accelerate growth, we have a service that can help you.

Availability and Ordering Information

The Cisco TelePresence Planning, Design, and Implementation Service is available globally. Details might vary by region.

For More Information

For more information about the Cisco TelePresence Planning, Design, and Implementation Service or other Cisco services, visit www.cisco.com/go/telepresenceservices or contact your Cisco service account manager.

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