Enterprise environments today have various technologies and concerns in their network environment; from telephony, Internet, video, compute, and infrastructure, to regulatory and security management. On top of these technologies are the dynamics of the market around organizations; the need to innovate faster looms, networks are becoming more complex, business markets are more volatile and ever-increasing financial impacts raise expectations on all fronts.

As the network becomes a more strategic asset and technologies rapidly change the need for improved operational efficiency, higher availability and the ability to focus on your strategic business become necessities.

Out-tasking allows you to ease the management of complex networks and multi-vendor environments across multiple technologies — freeing you to make better decisions or gain deeper — and perhaps unanticipated insights into key aspects of the business as you retain control of your network.

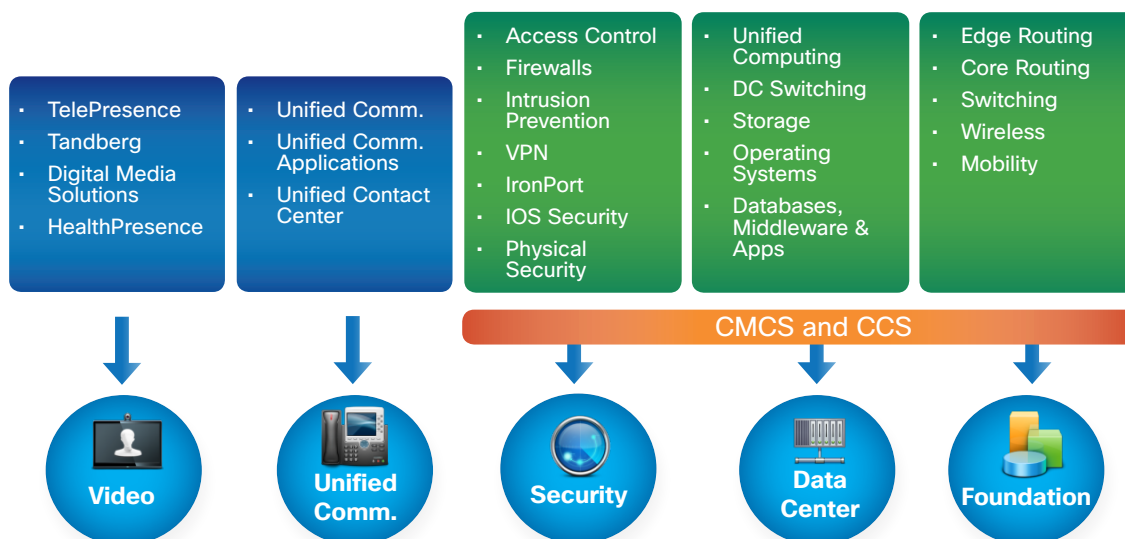| Cisco Intellectual Capital	**+**	Industry Leading Automation	**+**	Best of Breed Tools	**➡**	Strategic Differentiated Capabilities

What are Remote Management Services?

Cisco Remote Management Services (RMS) enable you to simplify the adoption and management of technologies. Through maximized high performance and increased availability and use of these solutions, you can realize your return on technology investments faster with proactive, continuous remote monitoring and management of your network.

With RMS, you can anticipate, identify and resolve issues faster and with greater accuracy while retaining as much visibility and control as you desire. Our renowned support comes from certified Cisco experts with extensive experience across a broad spectrum of technologies combined with a wealth of best practices, Cisco intellectual capital, smart capabilities and service automation that truly differentiate the customer experience.

Built on the principles of out-tasking, RMS supplements the experience of your in-house staff using ITIL standards, to immediately impact your network with a comprehensive, consistent and coherent framework for IT services management without the usual IT complexities or disruptions to network performance. This helps you quickly realize the benefits of your technology investments as you increase availability and productivity.

The RMS portfolio spans across both advanced and emerging technologies to support Video, Unified Communications, Security, Data Center, Foundation and Compliance Management.

		Access Control	Unified Computing	Edge Routing

- TelePresence
- Tandberg
- Digital Media Solutions
- HealthPresence

- Unified Comm.
- Unified Comm. Applications
- Unified Contact Center

- Access Control
- Firewalls
- Intrusion Prevention
- VPN
- IronPort
- IOS Security
- Physical Security

- Unified Computing
- DC Switching
- Storage
- Operating Systems
- Databases, Middleware & Apps

- Edge Routing
- Core Routing
- Switching
- Wireless
- Mobility

CMCS and CCS

Video	**Unified Comm.**	**Security**	**Data Center**	**Foundation**

RMS Value: People, Tools and Processes

Utilizing ITIL methodologies and Cisco best practices allows us to fully utilize the depth of our global user experiences to trend, analyze and quickly resolve issues faster. This increases the value of your investment by improving the user experience with clearly defined processes. The power of our industry leading standards, tools and automation specifically address your support challenges, effectively reaching resolution faster and consistently managing complex enterprise environments.

Built on our renowned expertise and network innovation leadership, our professional experts, intellectual capital, and applied knowledge strengthen your business in every interaction, leading to greater productivity as you realize the full business value of our services.
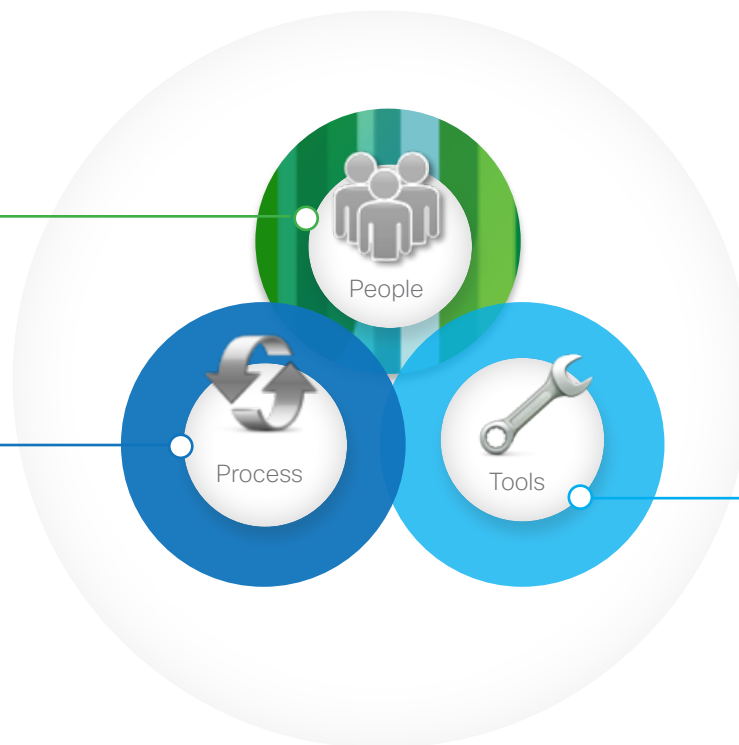
- · Remote Monitoring
- · 24x7 NOC / Service Desk
- · Incident Management
- · Problem Management
- · Change Management
- · Configuration Management
- · Release Management
- · Security Administration
- · Compliance Management

Diagnostics and delivery expertise leveraging Cisco intellectual capital

People

ITIL Methodologies, Cisco Best Practices

Process

Tools

Industry Leading Standards, Automation

RMS Offers

RMS offers are designed to enable high performance, availability and use for consistent business continuity. Whether you are looking for baseline monitoring and notification or seeking full–scale operational management, RMS can flexibly respond to the needs of your environment.

The portfolio delivers common service levels across all technologies for a simplified experience. The services combine smart capabilities, Cisco intellectual capital and automation to enable richer event handling that significantly increases the accuracy, consistency and expediency of issue resolution for improved operational efficiency. The result is a scalable and replicable process for achieving your operational goals.

RMS provides higher levels of flexibility and is further expanded with Compliance Management Services that increase your options with robust configuration and relevant compliance management. This allows you to more easily align your requirements with your environment and define your experience for the most value with an integrated approach to solving your most critical operational needs.

Our software-enabled suite of offerings provide a proactive and preemptive approach to monitoring and managing your infrastructure with single source vendor management tailored to meet your specific business requirements.

Remote Monitoring Service	Remote Management Services		
Base	Standard	Advanced	Premium
			Proactive Analysis
		Compliance Management Options	
		Designated Support for Problem Management (RCA)	
		Higher Touch Operations Management	
	Single Point of Contact for Operations		
	Incident Management		
Proactive Monitor/Notify			

Elective Change Management

Business Video

Business Video supports TelePresence, Tandberg and Digital Media Solutions (DMS).

Designed specifically to align to any video environment, the combination of our service expertise with business video technology improves operability and enables a consistent end-user experience, leading to higher levels of utilization no matter what type of video endpoint you are looking to manage. With comprehensive monitoring and management of critical elements including codecs, cameras, plasmas, and IP phones, and flexible support options that ensure uptime for call scheduling, routing and execution, our services take you out of a reactive environment, into a focused, comprehensive solution experience.

Integrated into our video infrastructure is our DMS support. These services allow you to retain ultimate control and flexibility of your environment while the RMS team continuously monitors the availability and performance of your DMS solutions including Enterprise TV, Desktop Video and Digital Signage.

Data Center

Data Center RMS offerings manage your complete physical and virtual environment of compute, network, storage, virtualization, and operating systems. The service capabilities cover your entire data center infrastructure for a holistic operations management approach.

UC/UCC

RMS Unified Communications includes comprehensive support for UC, UC applications and UCC that systematically monitors IP-based communication system devices, voice and contact center applications, voice routers and switches for fault and performance events, including monitoring, management and elective change services for mission critical environments.

Security

Security RMS provides support for Access Central, Intrusion prevention, VPN, Ironport, ACS and IOS security. Additionally, this offer paves the way to strengthen security and safeguard sensitive data with smart capabilities to enable Bring Your Own Device (BYOD) solutions with critical support for the Identity Service Engine (ISE) and supporting architecture. Security RMS provides flexible options for monitoring and management to address ever-expanding compliance mandates, security mandates, vulnerabilities and threats.

Foundation

RMS Foundation supports routing, switching, wireless and mobility support Industry-leading service delivery methodologies, templates, and subject matter experts to support your core network infrastructure deployments, as well as to help your staff perform at a higher level.

These services provide end to end support of the infrastructure including LAN/WAN networking components to verify performance, identify potential problems, isolate and remotely resolve issues for all network infrastructure related problems.

Compliance Management

RMS Compliance Management Services enable you to achieve then maintain regulatory compliance in your network while promoting business continuity by providing "always on" secure management that uses intelligent automated capabilities to enable better visibility, better information and better understanding of your environment.

Offerings include:

- Compliance Management and Configuration Service (CMCS); enables compliance and configuration management to evolve business continuity and growth using Cisco intellectual capital and operational expertise. Customers can gain insight to strategically address expanding compliance and change in your environment to resolve issues faster and achieve the highest levels of efficiency.
- Continuous Compliance Service (CCS) provides real-time automated security controls assessment, monitoring, management and enforcement of external regulatory compliance mandates, regulations, standards and internal risk management policies through an integrated lifecycle approach. CCS can build on top of CMCS or RMS and provides customers with 24/7/365 compliance monitoring and policy enforcement.

Emerging Technologies

RMS emerging solutions support products with market making opportunities. They are aligned to Cisco's innovation initiatives for growing solutions that can be scaled globally.

They include:

Physical Security and Safety provides out-tasked management and monitoring of network infrastructure, system devices and appliances, these offers deliver capabilities to support video surveillance, IP camera technology, electronic access control, and incident response. Learn more about Physical Security products at http://wwwin.cisco.com/etg/physec/.

RMS Healthcare provides comprehensive availability and performance monitoring and proactive management of Cisco HealthPresence solutions. Learn more about HealthPresence products at http://wwwin.cisco.com/CustAdv/services/remoteops/emergingsolutions/eseg/teams/healthcare.shtml.

Achieving Cohesive Solutions with Cisco RMS

RMS moves from traditional outsourcing to deliver an intrinsic balance of people, processes and tools with distinct value that not only removes time-consuming processes and enables you to refocus your resources on more strategic priorities, but seamlessly and proactively manages your network to achieve the highest operability levels. As big data, cloud, mobility and social media continue to grow in use, your enterprise can rely on Cisco experience, intellectual capital, smart capabilities and automation to dramatically increase your ability to adopt and manage technologies faster.

As your organization grows and changes, Cisco RMS can better enable your network infrastructure with simplified operations that maximize high performance, availability and use - so you can turn business insights into competitive advantage with tangible business benefits.

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.

Benefits

- Accelerate the adoption and management of advanced technologies
- Retain visibility and control of your network environment while simplifying operations
- Maximize high performance, availability and utilization of technology
- Realize a return on your technology investment faster
- Proactively mitigate new risks and threats
- Focus on strategic business priorities while creating higher levels of operational efficiency
- Respond to "always on" network needs with industry expertise, knowledge and best practices