

Accelerate Your Revenue with the Cisco Hosted Collaboration Solution (HCS) On-Boarding and Migration Services



Value of the Cisco HCS On-Boarding and Migration Services

If you are currently running, or thinking about running, a hosted collaboration service for your customers, you know that getting to the first billing, fast, is crucial. Cisco HCS On-Boarding and Migration Services are designed to get you from orders to revenue—faster, and give you the technical help you need to achieve this.

What Problems Do the Services Help Solve?

The Cisco HCS On-Boarding and Migration Services help to:

- Reduce the time between closing a deal and collecting revenue
- Ensure that your customers experience a smooth migration to cloud-based collaboration service
- Help your customers more quickly realize the benefits of cloud-based collaboration
- Augment your engineers' knowledge of HCS operations

Services Description

The Cisco HCS On-Boarding and Migration Services assist your engineering team with setting up new customers. It does two key things for your company. First, it speeds up on-boarding of new customers to your service, which will help reduce your order-to-revenue time. Second, we partner with your engineering team, which allows them to develop their skills. In time, your team will acquire the skills necessary to handle this process themselves—faster than they do today.

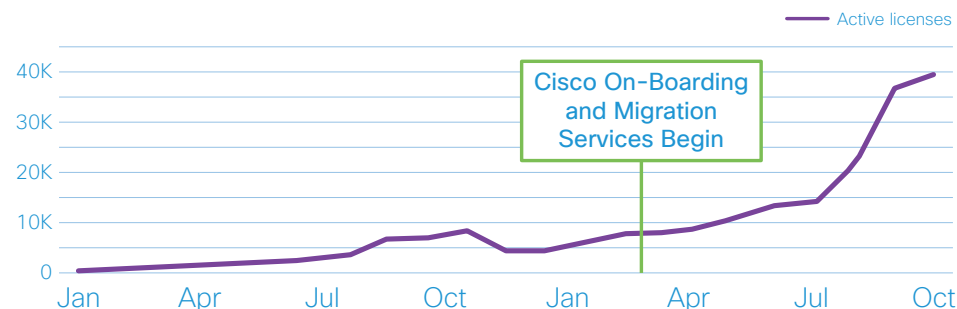
From the initial information-gathering meetings with your customer to the final migration of your customer to your cloud-based collaboration solution, Cisco can partner with you in a way that works best for your business (Figure 1). We ensure that customer requirements are validated and documented. We help you with migration strategy and testing. And we bring years of experience into a situation that is both complex and new.

In Figure 2, you can see a timeline showing the number of new users being added to the platform, before and after Cisco HCS On-Boarding and Migration Services. When we started, the customer was adding new users to their platform very slowly. After working with Cisco, the customer was adding customers dramatically faster. Cisco Service accelerated the partner's on-boarding activities leading to 400% growth in the number of users activated. This had direct impact on the partner's revenue stream with this service.

Figure 1. Key Activities and Deliverables

1 Requirements Capture	2 Plan and Design	3 Platform Configuration	4 Activation and Testing
Capture and validate end user requirements <ul style="list-style-type: none"> • Discovery workshop • Document requirements 	Create detailed design to realize user requirements <ul style="list-style-type: none"> • Application design • Aggregation design • Application resource requirements 	Implement and validate applications and aggregation on platform <ul style="list-style-type: none"> • Templates for UC applications • Test plans to avoid testing black spots 	Enable field and end user roll out and acceptance testing <ul style="list-style-type: none"> • Create and test migration strategy/procedures • Pilot activations • Roll out
Deliverables include: <ul style="list-style-type: none"> • Customer Requirements Document (CRD) • Gap analysis 	Deliverables include: <ul style="list-style-type: none"> • Detailed design • SIP aggregation configurations • UC applications templates • Additional Cisco Unified Communications Domain Manager templates (if required) 	Deliverables include: <ul style="list-style-type: none"> • Applications implemented on platform • Users configured • Service assurance activated • Service transition documentation 	Deliverables include: <ul style="list-style-type: none"> • Migration strategy and test plans • Undertake initial pilot activations • Remote assistance and escalation for balance of roll out

Figure 2. Number of Customers Added



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What Are the Benefits of Cisco HCS On-Boarding and Migration Services?

1. Accelerate the overall adoption of your HCS
2. Decrease the time between an order and first revenue recognition
3. Increase the knowledge of your technical team
4. Increase your customers' satisfaction with your service

Cisco HCS On-Boarding and Migration Services are part of a larger set of services intended to help ensure your success with Cisco Hosted Collaboration Solution (Figure 3).

Figure 3. Cisco Hosted Collaboration Solution

Assured Build	<ul style="list-style-type: none"> • Plan, design, and implementation • Solution test and validation • Integration of third-party into solution
Assured Platform	<ul style="list-style-type: none"> • Program management • Capacity management • Release management • Knowledge management • Problem management/escalation
Assured Operate	<ul style="list-style-type: none"> • Support Desk • Platform Monitoring • Incident management • Problem management • Performance management

Why Cisco?

The Internet of Everything intelligently connects people, process, data, and things. It makes networked connections more relevant and valuable than ever before. And creates unprecedented business opportunities for service providers.

Services from Cisco and our partners help our customers get the most value from their network, IT, and communications investments. Quickly and cost-effectively so they can seize opportunities in the Internet of Everything. Together, we can help them solidify their vision. Create a strategy, roadmap, and scalable design. Migrate to new technology smoothly. Simplify their architecture and operations. Strengthen their teams by sharing what we know.

We deliver award-winning services with a history of market changing innovation. Including software-enabled smart services built through more than 28 years of industry leadership.

For More Information

If you would like to know more about Cisco HCS On-Boarding and Migration Services, please contact your Cisco partner account manager.