Service Description: Collaboration Technology Services

This document describes Cisco's Collaboration Technology Services.

- o **Related Documents**: This document should be read in conjunction with the following documents also posted at www.cisco.com/go/servicedescriptions/ : (1) Glossary of Terms; (2) List of Services Not Covered; and (3) Severity and Escalation Guidelines. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

- o **Direct Sale from Cisco.** If you have purchased these Services directly from Cisco, this document is incorporated into your Master Services Agreement (MSA) or equivalent services agreement executed between you and Cisco. In the event of a conflict between this Service Description and your MSA or equivalent services agreement, this Service Description shall govern.

- o **Sale via Cisco Authorized Reseller.** If you have purchased these Services through a Cisco Authorized Reseller, this document is for description purposes only; is not a contract between you and Cisco. The contract, if any, governing the provision of this Service will be the one between you and your Cisco Authorized Reseller. Your Cisco Authorized Reseller should provide this document to you, or you can obtain a copy of this and other Cisco service descriptions at www.cisco.com/go/servicedescriptions/.

- o Cisco shall provide the Collaboration Technology Services described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee. Cisco shall provide a Quote for Services ("Quote") setting out the extent of the Services and duration that Cisco shall provide such Services. Cisco shall receive a Purchase Order that references the Quote agreed between the parties and that, additionally, acknowledges and agrees to the terms contained therein.

Service Summary

Collaboration Technology Services address business transformation while complimenting the Cisco's family of Unified Communication products. The Collaboration Technology Services includes architecture services, consulting services, design support related to Cisco's collaborative technologies.

Collaboration Technology Service

Under this Service, Cisco shall provide the Collaboration Technology Services selected by Customer during Standard Business Hours, unless stated otherwise:

Collaboration and Innovation Architecture Service

Under the Collaboration and Innovation Architecture Service, Cisco will provide a collaboration architecture and roadmap inclusive of email, instant messaging ("IM"), document management, portals, Web 2.0 and Unified Communications. Cisco will work with Customer to assess Customer's business requirements and enterprise environment in Customer's Collaboration solution. Cisco will perform the activities to assist Customer as Customer develops its collaboration and architecture strategy:

- **Business Collaboration Workshop** – Cisco will conduct a workshop, focusing on the 12 functional domains of collaboration, industry trends, use-cases, business value examples and proofs-of-concept.
- **Enterprise Collaboration Assessment** – Cisco will analyze current state environment, future business requirements, identify gaps and barriers, and determine critical success factors.
- **Use Case Analysis** – Cisco will validate process improvement opportunities, dependencies and impact on infrastructure, apply the 12 collaboration functional domains, and proof-of-concept planning.
- **Strategy and Roadmap** – Cisco will identify long-term collaboration application strategy and roadmap based on the relevant collaboration functional domains and proof-of-concept outcomes.

Upon completion of this, Cisco will provide reports on the workshop outcomes, Unified Communications and collaboration business process opportunities, determination and prioritization of selected use- cases for proofs-of-concept, long-term collaboration strategy and roadmap and a list of potential proof of concept or pilot projects.

Enterprise Collaboration Consulting Service

The UC Enterprise Collaboration Consulting Service will assist Customers who are currently evaluating Collaboration Technology Solutions. Cisco will perform the following:

Enterprise Collaboration Solution Requirements Validation – Cisco will verify that the components in the Enterprise Collaboration technology solution will meet agreed upon

requirements based upon Customer defined objectives and gather and validate technical requirements for high level design development. Cisco will typically perform the following:

o Provide requirements collection questionnaires to Customer in order to collect solution requirements.
o Perform Enterprise Collaboration Technology Solution requirement analysis by reviewing the completed questionnaires and discussing with the Customer's project team.
o Review the solution requirements and map to feature and functionalities available in the solution.
o Discuss and document feature/functionality alternatives
o Compare solution requirements with the available features in each product in the preliminary High Level Design ("HLD").
o Complete the validation of solution and end user requirements questionnaire and present validation report to Customer.

Architecture Validation of the High Level Design – Cisco will evaluate that the design will scale to meet the Customer's network growth requirements and conforms to IP Communications leading practices. Cisco will typically perform the following tasks:

o Perform gap analysis on the HLD and develop recommendations to resolve gaps.
o Prepare or revise a HLD to identify and present feature and /or functionalities to Customer.
o Document key risk in the proposed HLD. Define alternative design recommendations.
o Review revised HLD and Bill of Materials ("BOM")
o Update Risk Mitigation Plan
o Validate Customer is in agreement with the revised HLD.
o Present Architecture Validation Report

Low Level Design Kick off and Review (Optional) – Cisco will validate the Low Level Designs ("LLDs") from each individual product application team meet the design requirements in the HLD. Cisco will conduct LLD kick off meetings with the following teams:

o Application product delivery teams
o All application product team members together so they understand the collaboration technology architecture strategy as a team.
o Reviews of the application product teams LLD at 60% and 90% completion.
o Validate the LLD is in alignment with the HLD.

Cisco Collaborative Product Design Services

Under this Service, Cisco will provide Customer with support across the full lifecycle of collaborative engagements between Cisco's collaborative products and applicable third party software vendors. These design service offerings are supported in green field; upgrade and consolidation scenarios.

General Cisco Responsibilities for Cisco Collaborative Product Solutions

These services include the following general activities, tasks and deliverables:

o Conduct interviews with various administrative and operations personnel either onsite or remote for information gathering, analysis of information and determination of proper levels and recommended changes.
o Obtain approval from Customer to deploy Cisco and/or third-party tools
o Gather Cisco application configuration data by using Unified Communications Audit Tool (if applicable)
o Gather Microsoft LCS/OCS and MOC configuration data
o Gather complete inventory of Unified Communications network infrastructure
o Create detailed functional requirements
o Create high-level technical requirements
o Document inventory of existing infrastructure in order to build the "Current State Report"
o Create Gap Analysis
o Create High-Level Technical Architecture Design
o Create High-Level Application Integration Design
o Support Low-Level Design Process

Cisco's Desktop Communication Design Service

The Desktop Communication Design Service provides for the creation of high level designs for the integration of Cisco's Unified Communications and collaboration products with Microsoft desktop client applications such as Microsoft Outlook, Office, and Office Communicator (MOC). The Desktop Communication Design Service is applicable in environments where existing and /or proposed Cisco solutions, requiring Microsoft applications, may consist of:

o Presence and Instant Messaging

   Cisco Products in this category includes
          o Cisco Unified Presence Server
          o Cisco Unified Personal Communicator
          o Cisco IP Desk Phone

   Microsoft Product in this category includes:
          o Live Communications Server 2005
          o Office Communications Server 2007
          o Microsoft Office Communicator

o Unified Communications

Defines Intelligent Call Control and Routing based on rules and presence

Cisco Product in this category includes:
- o Cisco Unified Communications Manager
- o Cisco Unified Presence Server
- o Cisco Unified Personal Communicator
- o Cisco IP Desk Phone

Microsoft Product in this category includes:
- o Live Communications Server 2005
- o Office Communications Server 2007
- o Microsoft Office Communicator

Cisco Unified Communications Design Service

The Cisco Unified Communications Design Service provides for the creation of high level designs for the integration of Microsoft Unified Communications via Live Communications and Office Communications Server with Cisco products/solutions which enable collaboration applications and unified communications. This service is applicable in environments where existing and/or proposed Microsoft and Cisco solutions may consist of:

- o Presence and Instant Messaging

  Cisco Products in this category includes
  - o Cisco Unified Presence Server
  - o Cisco Unified Personal Communicator
  - o Cisco IP Desk Phone

  Microsoft Product in this category includes:
  - o Live Communications Server 2005
  - o Office Communications Server 2007
  - o Microsoft Office Communicator

- o Unified Communications

  Defines Intelligent Call Control and Routing based on rules and presence

  Cisco Product in this category includes:
  - o Cisco Unified Communications Manager
  - o Cisco Unified Presence Server
  - o Cisco Unified Personal Communicator
  - o Cisco IP Desk Phone

  Microsoft Product in this category includes:
  - o Live Communications Server 2005
  - o Office Communications Server 2007
  - o Microsoft Office Communicator

  Other products in this category include:
  - o Legacy PBX
  - o Legacy Desk Phones

Cisco Unified Messaging Design Service

The Cisco Unified Messaging Design Service provides for the creation of high level designs for the integration of Microsoft Exchange with Cisco Unity and Cisco Unified Communications Manager. This service is applicable in environments where existing and/or proposed Microsoft and Cisco solutions may consist of:

- o Unified Messaging

  Cisco Product in this category includes:
  - o Cisco Unity

  Microsoft Product in this category includes:
  - o Office Communications Server 2007
  - o Microsoft Outlook
  - o Microsoft Exchange Server 2003/2007

Cisco Conferencing, Collaboration and Video Design Service

The Cisco Conferencing, Collaboration and Video Design Service provides for the creation of high level designs for the integration to Cisco products/solutions which enable rich media conferencing, application and file sharing and collaboration content management and may include the implementation of the design in the Customer's environment. This service is applicable in environments where existing and/or proposed Cisco solutions may consist of:

- o Conferencing

  This includes all technologies which enable 2 or more individuals to:

  - o Engage in a rich audio and/or video conference
  - o Share documents, applications, PC desktop and control
  - o Whiteboard

  These technologies also typically provide features to archive and record meetings and retrieve and share recorded information and materials.

  Cisco Product in this category includes:
  - o MeetingPlace
  - o WebEx
  - o Cisco Unified Communications Manager (CUCM)

  Microsoft Product in this category includes:
  - o Live Meeting (Hosted)
  - o Live Communications Server 2005
  - o Office Communications Server 2007

o Team Workspace/Collaboration

Team Workspace/Collaboration is defined as team and group collaboration and content management portal

Cisco Product in this category includes:
  o WebEx

Microsoft Products in this category includes:
  o Windows SharePoint Services (WSS)
  o Microsoft SharePoint Server (MOSS)

Collaboration Application Design Service

- The Collaboration Application Design Service is specifically focused on the creation of high level designs for the integration of software vendor applications / suites (such as Salesforce.com, Siebel, or Suites from IBM, Oracle, and SAP) with Cisco's Unified Communications and collaboration products. (ex. Cisco Unified Presence Server, Cisco Unified Application Environment, Cisco Unified Communications Manager, Cisco Webex Connect, Cisco TelePresence.

  The service is applicable in environments where existing and/or proposed vendor/partner applications and Cisco solutions may consist of:

  Presence and Instant Messaging
    o Cisco products in this category include:
        - Cisco Unified Presence Server
        - Cisco Unified Personal Communicator
        - Cisco IP Desk Phone
    o Vendor / Partner applications

  Unified Communications
    o Defines Intelligent Call Control and Routing based on rules and presence
    o Cisco products in this category include:
        - Cisco Unified Communications Manager
        - Cisco Unified Presence Server
        - Cisco Unified Personal Communicator
        - Cisco IP Desk Phone
    o Vendor / Partner applications

  Unified Messaging
    o Cisco products in this category include:
        - Cisco Unity
    Vendor / Partner applications

  Cisco Webex Connect Widget Development

  Cisco TelePresence

Enterprise applications which need to be enabled with Unified Communications (Collaboration) functionality

Integration (Enablement); Examples of applications and categories:

  o SAP Applications
  o Oracle Applications
  o IBM Applications
  o WebEx Connect
  o Salesforce.com (SaaS)
  o Business Process Management (BPM) Applications
  o Portal Applications (ex. IBM Websphere, Oracle/BEA AquaLogic)
  o Service Bus Technologies
  o SAP NetWeaver
  o Oracle Application Integration Architecture, Oracle Fusion Middleware
  o Customer Relationship Management (CRM) Applications
  o Complex Event Processing (CEP)
  o Business Activity Monitoring (BAM)
  o Event Notification
  o Communication Enabled Business Process (CEBP)
  o Publishing Feeds
  o Crowdsourcing
  o Video
  o Content Management / Distribution
  o Virtual Worlds

- Under this Collaboration Application Design Service, Cisco will perform the general activities:

  o Gather vendor/partner application configuration data (if applicable).

  o Responsible for comparing existing inventory and configuration against high-level design and collaboration technology strategy, identify gaps, create requirements for foundational products, and create a low level design to integrate and unity capabilities and features of both vendor offerings.

Service Responsibilities of Customer

Customer shall comply with the following obligations:

- Retain overall responsibility for any business process impact and any process change implementations.

- Ensure key Customer networking, voice and operational personnel are available to participate in interview sessions as required.

- Unless otherwise agreed to by the parties, Customer shall respond within two (2) business days of Cisco's request for documentation or information needed for the Service.

- Customer acknowledges that Cisco's obligation is to only provide assistance to Customer with respect to the activities detailed and that such assistance may not result in some or all of the activities being completed.

- A list of all of the existing and proposed Unified Communications networking, voice and operational system components including but not limited to Hardware, Software and solution configurations.

- A high-level architectural drawing showing the type of Hardware, Software, and application solutions configurations and where they are physically located (for example, geographical location or location within the Network).

- Detailed definitions of the type of applications and features; detailed definition of Customer's implementation strategy and schedule.

- Customer shall be responsible for the co-ordination of any external 3rd party, such as Telco service providers, activities and or deliverables.

- Copies of system implementation plan and product configuration templates.