

Cisco StadiumVision Mobile Plan and Build Service

Maximize the Value of your Cisco StadiumVision Mobile Solution

The Cisco® StadiumVision™ Mobile solution combines video delivery with Cisco's Connected Stadium Wi-Fi network solution and wi-fi connected mobile devices to deliver distinctive in-venue sports and entertainment experiences. It is a robust solution with many features and options, which requires a level of expertise to use to the fullest benefit. As such, adequate preparation and timely execution are vital to delivering a world-class fan experience.

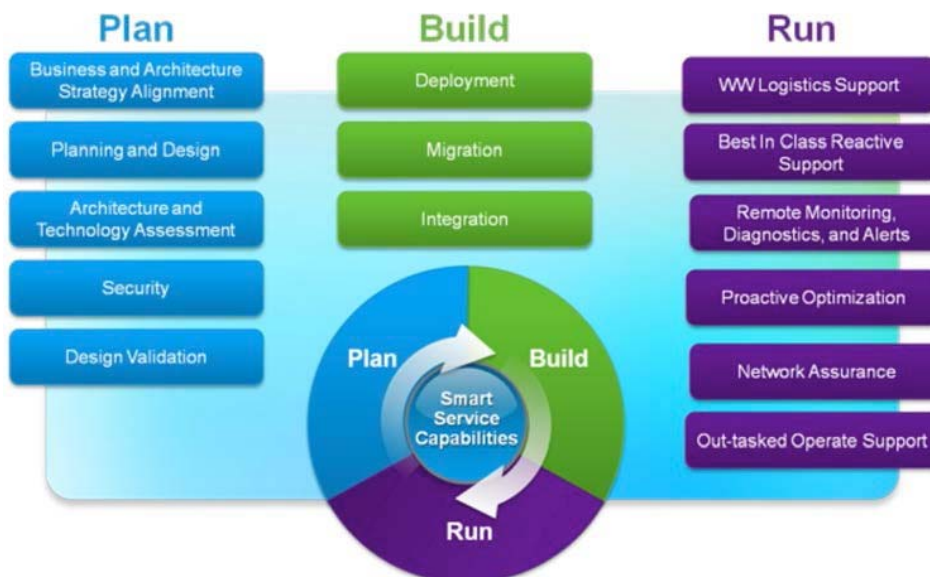
To help venues ensure the quality of the StadiumVision Mobile experience and assist them in achieving a high level of return on their Cisco StadiumVision Mobile investment, Cisco offers the Plan and Build Service for Cisco StadiumVision Mobile. This service provides on-site and remote solution planning, design reviews, implementation services, solution upgrades and configuration services for the solution.

Cisco Services Approach

The Cisco® Lifecycle Services approach defines the minimum set of activities needed to help customers successfully plan, build, and run Cisco technologies.

The solution “lifecycle” refers to the beginning-to-end view of the continuum of events that takes place in the lifespan of a solution. As Figure 1 shows, the Cisco Lifecycle Services approach provides a framework that makes it easy to understand which service activities need to be performed (and in what order) to successfully prepare for and manage network change and to operate and optimize the solution.

Figure 1. Cisco Lifecycle Services Approach



Service Overview

The StadiumVision Mobile Plan and Build Service is one of the offerings within the Cisco Lifecycle services for Sports and Entertainment solutions.

As part of the Plan and Build Service, Cisco provides Subject Matter Experts (SMEs) on-site and remotely for the period of service, to perform or provide the following:

- Plan and Build services for StadiumVision Mobile solution, to include:
 - Project management
 - Features and functionality requirements document
 - Planning and design development and report
 - Implementation plan development
 - StadiumVision Mobile software configuration
 - StadiumVision Mobile video headend
 - Solution Ready For Use (SRFU) test plan
 - Knowledge transfer session
- StadiumVision Mobile Configuration Services, to include:
 - StadiumVision Mobile customer consultation
 - StadiumVision Mobile customer requirements documentation
 - StadiumVision Mobile configuration for channels and content
 - Solution validation
 - Knowledge transfer to review SRFU results and system operations.
- StadiumVision Mobile Video Headend Services, to include:
 - Design of video headend and integration with existing video infrastructure
 - Rack elevation drawings and wiring diagrams
 - Configuration of SVM headend, including Cisco and third-party equipment.
- StadiumVision Mobile Software Upgrade Services, to include:
 - Upgrade implementation plan with recovery strategy
 - Onsite complete end-to-end solution upgrade
 - Site specific configurations
 - Post upgrade test plan
 - Any necessary remediation

Service Components

The Plan and Build Service includes both on-site and remote support. The on-site support takes the form of a highly trained Sports and Entertainment Technical Resource. Remote resources are Cisco Global TAC support as well as Sports and Entertainment Engineering Resources when appropriate.

On-Site Sports and Entertainment Technical Engineer

- Senior level engineer dedicated to StadiumVision Mobile
- Highly specialized in video technologies as well as Cisco Sports and Entertainment solutions
- In-depth technical knowledge of Cisco video distribution and video headend technologies

Remote Support (TAC)

In addition to the on-site support, Cisco provides SMARTnet remote support—twenty four (24) hours a day, seven (7) days a week (“24x7”) for Sports and Entertainment solutions. The remote support team performs:

- Pre-event problem isolation and troubleshooting
- Global Sports and Entertainment solution world class support
- The remote support team fully backed by Sports and Entertainment escalation engineers

Benefits

The Plan and Build Service helps align technology with your business requirements, accelerate your successful deployment, and improve your solution’s business value and return on investment. Cisco engineers with years of experience designing, deploying, and supporting IP and digital media deployments will assess your needs and work with you to help you get the most out of your migration and the day-to-day operation of your system.

- Prepare a high-level design that aligns the StadiumVision Mobile solution with your specific business requirements.
- Identify and deploy necessary infrastructure changes.
- Prepare your staff by defining your operations requirements (people, processes, and tools); help lower operating costs and improve staff productivity.
- Reduce the duration and technical risk of the deployment project by proactively identifying gaps and risks.
- Accelerate the successful implementation of your StadiumVision Mobile solution by using Cisco best practices.
- Achieve dependable performance by making sure of network uptime and operational efficiency.

Why Cisco Services

Realize the full business value of your technology investments more quickly with intelligent, personalized services from Cisco and our partners. Backed by deep technology expertise and a broad ecosystem of partners, we enable you to successfully plan, build, and run your IT infrastructure 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.

For More Information

For more information about the Cisco StadiumVision Mobile solution and the Cisco Plan and Build Service, please contact your local Cisco account representative.



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