

Cisco Services for Remote Expert: Improve Customer Service, Business Agility, and Productivity



What Are the Business Challenges?

The ability to deliver on-demand specialized knowledge to customers is increasingly important for a quality customer experience. Since many organizations have a limited supply of trained experts, they need to widen the reach of these experts while meeting the needs of mobile, tech-savvy customers who demand service anytime, anywhere. Organizations must minimize costs while they are achieving their goals, whether that is increased profit or simply a better customer experience.

The Cisco® Remote Expert Solution provides an integrated collaboration platform that helps enable profitability by intelligently connecting customers and employees with experts across multiple channels (Figure 1). It also delivers a consistent, interactive experience that helps optimize revenue, improve expert productivity, and build customer loyalty. Cisco Remote Expert creates a virtual pool of specialists, manages their availability, and quickly connects customers with experts across multiple channels and devices, using high-quality audio and video.

Figure 1. A Consistent Experience with Experts Anywhere, on Any Device



What Are the Benefits of Cisco Services for Remote Expert?

- **Faster deployment of differentiated services**, accelerating solution ROI with new revenue streams and improved customer service.
- **Improved efficiencies and TCO** with a solution architecture that optimizes the value of your communications infrastructure.
- **Reduced deployment risk** using proven best practices, tools, and methodologies.
- **Better customer service** by deploying a consistent, end-to-end omni-channel experience across multiple channels and devices.
- **An architectural approach** that can build in leading practices for security, scalability, and performance.

What Are Cisco Services for Remote Expert?

Strategy and Analysis

Develop an integrated business strategy, requirements, use case, and financial plan that reflect your objectives, requirements, and solution architecture (Figure 2).

- Identify business requirements and prioritize solution use cases.
- Evaluate the business impact of implementing the solution use case.
- Develop a financial business model, including custom “what if” analysis and an investment-decision matrix.

Architecture Assessment

Evaluate your existing architecture, identify gaps, and develop a future-state roadmap.

- Analyze data-center, contact-center, and branch-architecture readiness against requirements, use cases and leading practices.
- Assess current-state architectures for business video, contact center, Cisco Unified Communications Manager, routing, switching, wireless, and security.
- Perform an architecture gap analysis and provide recommendations.

Accelerate Adoption with Change Management

Accelerate solution adoption with a change-management strategy, plan, and implementation support.

- **Assessment:** Evaluate readiness for change from an organizational, operational, and policy perspective.



- **Strategy and governance:** Build a comprehensive strategy and governance execution plan.
- **Marketing and communications:** Develop a marketing and communication strategy and plan and deliver support for ongoing campaigns.

Success with an Architectural Approach

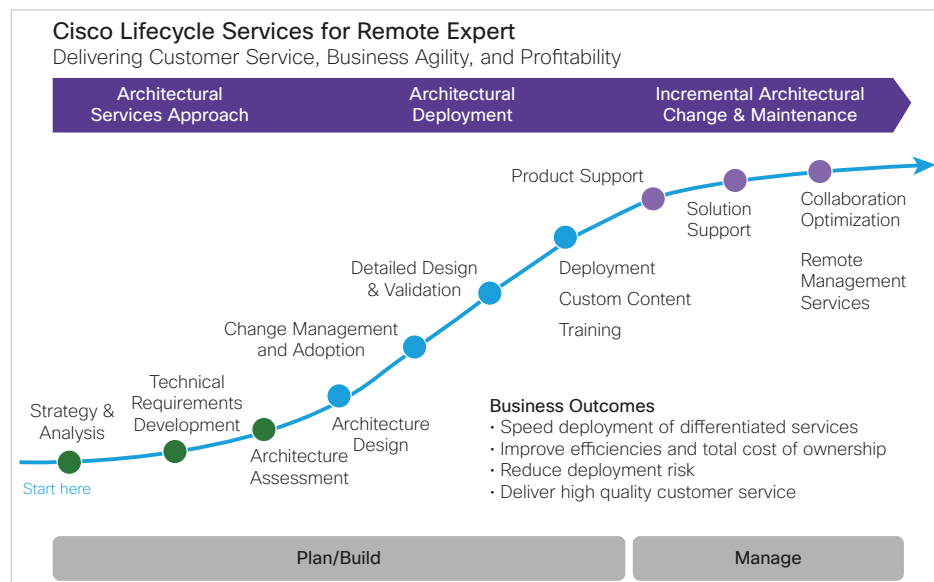
Promote success with a proven architectural approach to help you design, integrate, and deploy the Remote Expert solution.

Architecture Design

Improve solution performance, reliability, and security with a high-level design aligned to your strategy and requirements.

- Map objectives, requirements, and use cases to a high-level design.
- Integrate solution components in the data center, contact center, and branch, including Cisco Unified Communications Manager, contact center, business video, and Cisco Remote Expert Manager.
- Deliver training and knowledge transfer to enhance staff expertise.

Figure 2. Plan, Build, Manage



Detailed Design and Validation

Reduce costly delays with a well-engineered, validated detailed design.

- Translate the architecture design into a detailed, low-level design.
- Build in leading practices for reliability, scalability, and performance.
- Mitigate deployment risk by testing prior to implementation.

Deployment

Promote solution success with plans for staging and implementation, including the configurations, integration, and testing required to successfully deploy the solution.

- Develop plans for staging, implementation, and validation.
- Deliver onsite implementation, configuration, and integration support.
- Provide acceptance test plan development and execution support.
- Supply post-implementation support and knowledge transfer.

Training

Enhance operational staff skills and productivity with formal and informal training for IT staff, solution administrators, remote experts, and in-branch personnel.

Optimize for Improved Performance and Resiliency

Optimize your collaboration infrastructure and service performance with services that help simplify operations, lower costs, and accelerate solution adoption.

Collaboration Optimization

Improve your collaboration solution with assessments, gap analysis, design assistance, and ongoing support.

- **Audits and assessments:** Perform in-depth reviews of your infrastructure.
- **Optimization support:** Provide ongoing design, upgrade, and implementation support to help optimize system performance.
- **Operations support:** Manage change, unplanned incidents, and recurring problems by analyzing current processes.
- **Knowledge and learning:** Provide on-the-job training and knowledge transfer.



Technical Services for Business Continuity

Maintain business continuity and operational health of your Cisco Remote Expert solution with technical support services.

Product Support Services

Cisco SMARTnet® Service, our software application support and upgrade service, Unified Communication Essential Operate Service, and Cisco TelePresence® Essential Operate Service provide product-level hardware and software support.

- Connect anytime to the Cisco Technical Assistance Center.
- Access troubleshooting and support resources at www.cisco.com/techsupport for improved operational efficiency.
- Select flexible hardware replacement options to maintain business continuity.
- Access operating system or application updates online for improved capacity, security, interoperability, and compliance.

Solution Support Services

Deliver global, anytime access to experts cross-trained in the Cisco Remote Expert solution who can help manage multitechnology and multivendor complexity and maintain high solution availability.

- **Single point of contact:** Rapidly resolve complex multivendor issues to maximize uptime.
- **Solution experts:** Triage management providing root cause identification and resolution.

Remote Management Services (RMS)

Simplify operations, lower the total cost of network ownership, and accelerate adoption of advanced collaboration technologies with 24-hours-a-day, 365-day-a-year remote monitoring and management. RMS supplements your in-house staff and experience to provide a comprehensive framework, based on ITIL standards, for IT services management without IT complexity or network disruption.

Why Cisco Services?

Cisco and our partners maintain high standards for expertise and experience, delivering consistently excellent results based on best practices, deep knowledge and expertise, and strong communication methodologies. These experts deliver services that allow organizations to transform their network with next-generation capabilities.

For More Information

For more information about Cisco Services, visit www.cisco.com/go/services or contact your local Cisco account representative.