

Cisco Unified MeetingPlace Optimization Service



The Cisco® Unified MeetingPlace® Optimization Service helps you maintain the integrity and optimal performance of your Cisco Unified MeetingPlace solution.

Service Overview

Effectively upgrading and maintaining optimal use of your Cisco Unified MeetingPlace solution helps you sustain business benefits such as improved productivity and return on investment. If upgrades and ongoing maintenance are not performed properly, system outages may occur, and the productivity of your staff may be reduced while trying to use the conferencing solution.

The Cisco Unified MeetingPlace Service can help ensure that your Cisco Unified MeetingPlace conferencing solution is secure and stable and meets user needs by proactively notifying you of new software

releases, upgrading and configuring your Cisco Unified MeetingPlace software, and providing consulting to support your ongoing operational needs. Cisco engineers are the leading experts in Cisco Unified MeetingPlace solutions. Having deployed some of the world's largest conferencing solutions, they are highly experienced at integrating Cisco Unified MeetingPlace into the network infrastructure, as well as consulting on the integration of applications into Cisco Unified MeetingPlace solutions.

Maintaining the Integrity and Optimal Performance of Your Cisco Unified MeetingPlace Solution

The Cisco MeetingPlace Optimization Service provides a Cisco engineer as a single point of contact to assist you in upgrading to new versions of Cisco Unified MeetingPlace software when it is available and in integrating the solution into your user environment. Your Cisco engineer also provides ongoing consultation for coordinating integration issues between Cisco Unified MeetingPlace, the applications it interacts with, and the phone network. This level of support can enhance your staff's productivity in using the solution by helping to ensure optimal performance of the Cisco Unified MeetingPlace solution while helping to reduce the possibility of system outages.

Cisco engineers begin the Cisco Unified MeetingPlace Software Optimization Service by ensuring that they have a complete understanding of your unique Cisco Unified MeetingPlace solution, as well as your business and technical requirements. The engineers use this information, Cisco leading practices, and their own skills and expertise to assess your software upgrade needs, create upgrade and test plans, and work with your staff to perform the upgrade and verification testing when new software is available. In addition, ongoing consulting helps ensure your Cisco Unified

MeetingPlace conferencing solution remains secure and stable, and continues to meet end-user needs.

Table 1. Deliverables, Activities, and Benefits of the Cisco Unified MeetingPlace Optimization Service

Deliverables and Activities	Benefits
<p>Ongoing Consulting</p> <ul style="list-style-type: none"> • Designate a Cisco engineer to act as the primary interface with your staff for your Cisco Unified MeetingPlace solution. • Provide support at prearranged and scheduled times for detailed, site-specific technical and application inquiries including consulting on feature capabilities of the Cisco Unified MeetingPlace solution, adding new user communities, and introducing new features and functions. 	<p>Cisco Unified MeetingPlace Optimization Service helps you to:</p> <ul style="list-style-type: none"> • Minimize disruption to the network environment during a Cisco Unified MeetingPlace upgrade by proactively planning the upgrade as an integrated solution and identifying potential risks up front. • Realize savings in operational expenses and maintain optimal use of Cisco Unified MeetingPlace by coordinating integration issues between Cisco Unified MeetingPlace, the applications it interacts with, and the phone network. • Helps improve staff productivity by helping to minimize downtime during Cisco Unified MeetingPlace operations. • Helps reduce Cisco Unified MeetingPlace operational expenses by enhancing the self-reliance of your support staff through ongoing consultation with Cisco experts and transfer of information.
<p>Software Release Assessment and Planning</p> <ul style="list-style-type: none"> • Notify your staff when a new Cisco Unified MeetingPlace feature or maintenance release is available for installation. • Meet with your staff to discuss site and system requirements that will prepare the Cisco Unified MeetingPlace system for the planned software upgrade(s), and to review all hardware and connectivity requirements. • Provide Cisco Unified MeetingPlace release notes for the software upgrade(s), highlighting new features, maintenance enhancements, or both. • Plan and schedule the upgrade activity. 	
<p>Software Upgrade</p> <ul style="list-style-type: none"> • Perform software upgrade(s) on the date and time agreed to by the Cisco engineer and your staff. This work may be completed remotely with proper access to your Cisco Unified MeetingPlace system or on site, as determined by your Cisco engineer. • Check system configuration, verify that a system backup is available, and complete the Cisco Unified MeetingPlace software-upgrade process. 	
<p>Verification Testing</p> <ul style="list-style-type: none"> • Develop the verification test plan (a set of procedures and/or criteria) for the software upgrade testing. Tasks within the verification test plan can vary depending on your Cisco Unified MeetingPlace architecture. • Review the verification test plan with your staff. • After the software has been upgraded, execute the verification test plan to ensure proper functionality in accordance with the Cisco Unified MeetingPlace verification test plan. • Agree on and resolve any issues that arise during testing. 	

Summary

Using the Cisco Lifecycle Services approach, Cisco and its partners provide a broad portfolio of end-to-end services and support that can help increase your network's business value and return on investment. This approach defines the minimum set of activities needed, by technology and by network complexity, to help you successfully deploy and operate Cisco technologies and optimize their performance throughout the lifecycle of your network.

Availability and Ordering Information

The Cisco Unified MeetingPlace Optimization Service is available through Cisco or Cisco certified partners. Details may vary by region.

Why Cisco Services

Cisco Services make networks, applications, and the people who use them work better together.

Today, the network is a strategic platform in a world that demands better integration between people, information, and ideas. The network works better when services, together with products, create solutions aligned with business needs and opportunities.

The unique Cisco Lifecycle approach to services defines the requisite activities at each phase of the network lifecycle to help ensure service excellence. With a collaborative delivery methodology that joins the forces of Cisco, our skilled network of partners, and our customers, we achieve the best results.

For More Information

For more information about the Cisco Unified MeetingPlace Optimization Service or other Cisco services, visit <http://www.cisco.com/go/ipcservices> or contact your Cisco service account manager.

Cisco Services.
Making Networks Work.
Better Together.



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