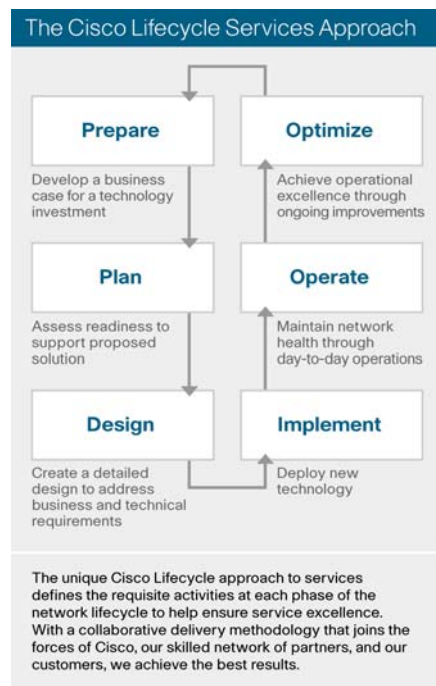


## Cisco Unified MeetingPlace Implementation Support Service



The Cisco® Unified MeetingPlace® Implementation Support Service, designed for large enterprise networks, helps you deploy and configure your Cisco Unified MeetingPlace conference solution for optimal performance.

### Service Overview

Reducing the cost, time, and complexity associated with implementing a conferencing solution helps you realize business benefits such as improved productivity and flexibility for remote meetings – and return on investment – more quickly. If a conferencing solution is not deployed and configured optimally, the solution, as well as other parts of the network environment, may experience disruption. This can affect business-critical activities such as conferencing with customers and scheduling meetings.

The Cisco Unified MeetingPlace Implementation Support Service can help you deploy and configure your Cisco Unified MeetingPlace conference solution for optimal performance. Cisco can work with you to develop an implementation project plan, and can provide services to install, configure, and test the solution. Cisco engineers are experts in Cisco Unified MeetingPlace solutions and deployments. Having deployed some of the world's largest conferencing solutions, they are highly experienced at integrating conferencing solutions into the network.

### Deploying and Configuring your Cisco Unified MeetingPlace Solution for Optimal Performance

By providing a single point of contact for all issues related to supporting the implementation of your Cisco Unified MeetingPlace solution, proactively identifying potential risks, and helping to enable a robust conferencing solution, the Cisco Unified MeetingPlace Implementation Support Service helps you deploy a voice-conferencing solution that has optimal performance and integrity. This level of support during a Cisco Unified MeetingPlace Implementation Support helps improve the return on your Cisco Unified MeetingPlace conferencing solution investment and helps minimize disruption to the network environment during deployment.

Cisco engineers begin the Cisco Unified MeetingPlace Implementation Support Service by ensuring that they have a complete understanding of your conferencing application requirements. The engineers use this information, Cisco leading practices, and their own skills and expertise to create an implementation project plan and test plan, and then execute the tests to help verify that

the implementation meets expectations. After the implementation is complete, the project manager coordinates training of the system manager and help desk personnel.

After deploying your Cisco Unified MeetingPlace solution, you may want to purchase the Cisco Unified MeetingPlace Optimization Service to maintain solution integrity and optimal performance. This service proactively notifies you of new software releases, supports you in upgrading and configuring Cisco Unified MeetingPlace software, and provides ongoing consulting as a 12-month engagement.

**Table 1.** Benefits, Deliverables, and Activities of the Cisco Unified MeetingPlace Implementation Support Service

Benefits
<p>Cisco Unified MeetingPlace Implementation Support Service helps you to:</p> <ul style="list-style-type: none"> <li>• Improve the return on your Cisco Unified MeetingPlace conferencing solution investment by speeding implementation</li> <li>• Minimize disruption to the network environment during Cisco Unified MeetingPlace deployment by proactively identifying potential risks</li> <li>• Improve staff productivity through implementation of a robust conferencing solution</li> <li>• Reduce implementation expenses by enhancing the self-reliance of your support staff through knowledge transfer from Cisco experts</li> </ul>
Deliverables and Activities
<p><b>Project Management</b></p> <ul style="list-style-type: none"> <li>• Provide a Cisco project manager as a single point of contact for all issues relating to implementation support</li> <li>• Designate a back-up contact when the Cisco project manager is not available</li> <li>• Develop a detailed implementation project plan in collaboration with your staff, which covers the lifecycle of the engagement</li> <li>• Guide your project team through the development of a project plan during the project management phase</li> <li>• Conduct regularly scheduled meetings with your staff to review installation requirements and discuss your objectives and the status of the implementation</li> <li>• Review logical and physical schematics and all pertinent site information received from your staff</li> </ul>
<p><b>Installation of the Cisco Unified MeetingPlace Solution</b></p> <ul style="list-style-type: none"> <li>• Allocate necessary resources at your location(s) to install and test all Cisco Unified MeetingPlace components supplied by Cisco (If your system has multiple sites, multiple configuration options, or both, a phased approach to the installation and testing may be used.)</li> <li>• Physically connect the Cisco Unified MeetingPlace Conference Server(s)</li> <li>• Test the Cisco Unified MeetingPlace Conference Server(s) and their telephony, LAN, and IP connections</li> <li>• Install and test software on your dedicated Cisco Media Convergence Server(s) including Web scheduling, Web conferencing, and groupware-integration capabilities, if applicable</li> <li>• Install and connect the Cisco Unified MeetingPlace solution to the facilities provided by you at mutually agreed-upon demarcation points in accordance with the documentation you provided Cisco in advance of the installation</li> <li>• Install, configure, and set up Cisco Unified MeetingPlace components</li> <li>• Troubleshoot Cisco hardware failures related to the installation of the Cisco Unified MeetingPlace product</li> <li>• Provide technical support to your staff during the installation</li> </ul>
<p><b>Configuration and Testing</b></p> <ul style="list-style-type: none"> <li>• Create software configuration for Cisco Unified MeetingPlace as agreed to in the implementation project plan</li> <li>• Configure Cisco Unified MeetingPlace products in accordance with the documentation you provided</li> <li>• Configure the system, including parameters for Cisco Unified MeetingPlace use and security</li> <li>• Deploy specialized application designs</li> <li>• Develop a Cisco Unified MeetingPlace Implementation Support test plan with assistance from your staff; tasks within the test plan may vary depending on the Cisco Unified MeetingPlace architecture</li> <li>• Execute the Cisco Unified MeetingPlace Implementation Support test plan</li> <li>• Agree on and resolve any issues that arise during testing</li> </ul>

**Training**

- The Cisco project manager coordinates sessions dedicated to training system managers and help-desk personnel; topics of these sessions may include scheduling across various Cisco Unified MeetingPlace endpoints, administration of the Cisco Unified MeetingPlace components, troubleshooting tips, supporting end users, and generating reports
- Cisco provides a soft copy of the training material in advance of the training.

Cisco Unified MeetingPlace training for the designated system manager on your staff includes review of:

- Hardware configuration
- Network and system configuration
- Utilities and basic troubleshooting
- Cisco Unified MeetingPlace system administration console functions
- Standard move, add, and change functionality

**Introduction of Additional Service and Support**

- Introduce the Cisco Technical Assistance Center (TAC) process at the conclusion of the engagement
- Review the support contracts
- Describe additional Cisco Services that can help support your future needs

**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 Implementation Support 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 Implementation Support 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.**



**Americas Headquarters**  
 Cisco Systems, Inc.  
 170 West Tasman Drive  
 San Jose, CA 95134-1706  
 USA  
[www.cisco.com](http://www.cisco.com)  
 Tel: 408 526-4000  
 800 553-NETS (6387)  
 Fax: 408 527-0883

**Asia Pacific Headquarters**  
 Cisco Systems, Inc.  
 168 Robinson Road  
 #28-01 Capital Tower  
 Singapore 068912  
[www.cisco.com](http://www.cisco.com)  
 Tel: +65 6317 7777  
 Fax: +65 6317 7799

**Europe Headquarters**  
 Cisco Systems International BV  
 Haarlerbergpark  
 Haarlerbergweg 13-19  
 1101 CH Amsterdam  
 The Netherlands  
[www-europe.cisco.com](http://www-europe.cisco.com)  
 Tel: +31 0 800 020 0791  
 Fax: +31 0 20 357 1100

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at [www.cisco.com/go/offices](http://www.cisco.com/go/offices).

©2007 Cisco Systems, Inc. All rights reserved. CVP, the Cisco logo, and the Cisco Square Bridge logo are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn is a service mark of Cisco Systems, Inc.; and Access Registrar, Aironet, BPX, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Enterprise/Solver, EtherChannel, EtherFast, EtherSwitch, Fast Step, Follow Me Browsing, FormShare, GigaDrive, GigaStack, HomeLink, Internet Quotient, IOS, iPhone, IP/TV, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, iQuick Study, LightStream, Linksys, MeetingPlace, MGX, Networking Academy, Network Registrar, Packet, PIX, ProConnect, RateMUX, ScriptShare, SlideCast, SMARTnet, StackWise, The Fastest Way to Increase Your Internet Quotient, and TransPath are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0701R)