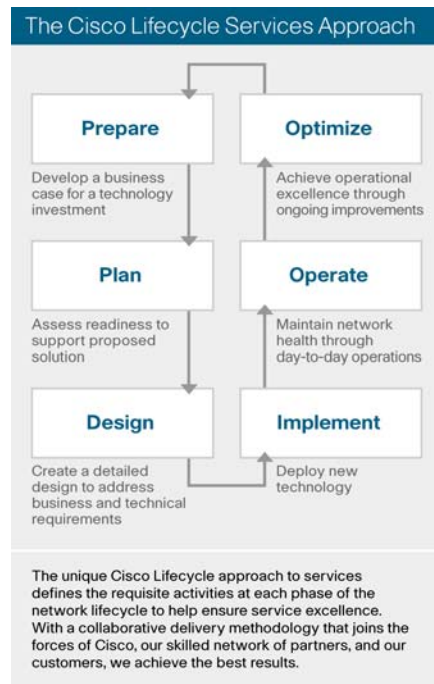


Cisco Unified Communications Optimization Service

Help your Cisco Unified Communications system operate at peak performance.

Maintaining a reliable, high-performance network helps prepare your Cisco Unified Communications system to deliver communication services and applications when you need them.



This service helps you:

- Improve the stability, security, and efficiency of your Cisco Unified Communications system
- Reduce risk of downtime
- Increase expertise of in-house IT staff
- Develop a comprehensive growth plan addressing current and future requirements

This service consists of four core services and five optional services. Core services include:

- Ongoing Design Support
- Proactive Software Recommendation Report
- Software Security Alerts
- Unified Communications Stability Audit

Ongoing Design Support

Ongoing maintenance and enhancement of the voice-detailed design helps your Cisco Unified Communications system meet current and future requirements. Cisco engineers audit the voice environment and assess operational readiness to determine the health of your Cisco Unified Communications system. Based on findings, they provide a remediation plan to help correct deficiencies and ensure your detailed design scales with your business needs.

Proactive Software Recommendations Support

Continuous availability during routine maintenance and system-level upgrades is one result of an optimized Cisco Unified Communications system. Cisco engineers evaluate the capabilities of the Cisco Unified Communications system's current software to meet your present and requirements. They also determine the software versions and upgrades necessary to support your ongoing service requirements. Engineers assess potential problems, such as hardware and software incompatibilities, and review whether scheduled events such as hardware upgrades might affect performance and require software changes.

Software Security Alerts

Cisco engineers audit configuration templates, scripts, commands, and quality-of-service (QoS) levels to determine whether they support smooth, efficient delivery of Cisco Unified

Communications system.

Unified Communications Stability Audit

Identifies deficiencies within the system that should be resolved to reach a stable environment based on leading best practices and proven working models. Includes a collection and analysis of several network areas such as IPT network infrastructure design and device health, CallManager and Communications Manager Cluster, CallManager Express, Unity Server, Unity Express, UCCX, CallManager and Communications Manager application-specific configuration, Unity configuration, Voice gateway configuration and software versions (CM OS, CallManager and Communications Manager, Voice gateway, Device loads).

Table 1. Cisco Unified Communications Optimization Service Activities and Deliverables

Activity	Deliverables
Ongoing Design Support <ul style="list-style-type: none"> Review customer design standards Review the IPC system design Assess security Develop the IPC Growth plan Review the system test procedures Provide ongoing consultative support 	Optimization report containing recommendations for: <ul style="list-style-type: none"> Performance improvement System changes Cisco voice application migration and upgrades testing changes and improvements
Proactive Software Recommendation Report <ul style="list-style-type: none"> Assess software Analyze software risk 	<ul style="list-style-type: none"> Software infrastructure analysis report on applicable Cisco Unified Communications software releases affecting feature and functionality requirements Proactive software recommendation report which identifies risks of not upgrading to address software issues
Software Security Alerts <ul style="list-style-type: none"> Audit IPC stability Assess operational readiness Tune performance Provide tuning recommendations for Cisco Unified Communications systems 	<ul style="list-style-type: none"> Baseline of converged network performance and Gap Analysis report with remediation plan Baseline of operational staff, processes, procedures, tools, and managements systems with gap analysis and remediation plan Plan tuning recommendations for Cisco Unified Communications systems
Unified Communications Stability Audit	<ul style="list-style-type: none"> Interviews administrators and operations personnel to gather information, analyze information, and recommends improvements Gather Cisco CallManager and Unity configuration data by using Unified Communications Audit Tool and if required leveraging the Stability Audit worksheet Obtain CROS and NOS inventory, reports and design information as applicable Obtain Cisco Unified Communications Operations Manager (formally ITEM), Cisco Unified Communications Service Monitor, Cisco Unified Communications Service Statistics Manager as applicable Identifies deficiencies based on analysis of data against a detailed design and leading practices in each of the following applicable components and applications Provide Unified Communication UCAT as-build output from Unity audit, CallManager Unified Communications Manager

Optional services include:

- Unified Communications Security Assessment.** Provides security assessment report, and recommendations and risk analysis of UC network infrastructure, the call processing system, endpoints and applications.
- Remote Knowledge Transfer Session.** Provides engineers direct and interactive communication with the customer. Delivers training such as whiteboard sessions, virtual web conferencing sessions, or transfer of information mentoring tailed to the specific needs of the customer.
- Unified Communications Change Support.** Performed on a reactive and ongoing

basis. Intended to cover operational issues that arise during the course of the year, usually after break-fix and network down emergency TAC service requests. Consists of both unscheduled and schedule change support.

- **Unified Communications Implementation Support.** Provides project continuity and supports network implementation of a designed IP Communications system in a customer's network by providing subject matter expertise.
- **Unified Communications Operational Risk Management Analysis.** Gap analysis and improvement plan for the successful operation of a unified communications environment. Analyzes "Day two" support areas core to on-going operational excellence and UC service availability.
- **Unified Communications Hands On Operations Support Service.** Helps ensure smooth operations by providing Incident & Problem Management, execution of Remediation Services, and Business Continuity. Ideal for customers who may not have the skills sets in house or available resources to perform the necessary operations work on an on-going basis.

Why Cisco Services

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. 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 Cisco Unified Communications Optimization Service visit www.cisco.com/go/ucservices, or contact your Cisco service account manager.

Cisco Services.
Making Networks Work.
Better Together.



Americas Headquarters
 Cisco Systems, Inc.
 San Jose, CA

Asia Pacific Headquarters
 Cisco Systems (USA) Pte. Ltd.
 Singapore

Europe Headquarters
 Cisco Systems International BV
 Amsterdam, The Netherlands

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.

©2008 Cisco Systems, Inc. All rights reserved. CCDE, CCVP, Cisco Eos, Cisco StadiumVision, the Cisco logo, DCE, and Welcome to the Human Network are trademarks; Changing the Way We Work, Live, Play, and Learn is a service mark; and Access Registrar, Aironet, AsyncOS, Bringing the Meeting To You, 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, Collaboration Without Limitation, Enterprise/Solver, EtherChannel, EtherFast, EtherSwitch, Event Center, Fast Step, Follow Me Browsing, FormShare, GigaDrive, HomeLink, Internet Quotient, IOS, iPhone, IP/TV, IQ Expertise, the IQ logo, IQ Net Readiness Scorecard, iQuick Study, IronPort, the IronPort logo, LightStream, Linksys, MediaTone, MeetingPlace, MGX, Networkers, Networking Academy, Network Registrar, PCNow, PIX, PowerPanels, ProConnect, ScriptShare, SenderBase, SMARTnet, Spectrum Expert, StackWise, The Fastest Way to Increase Your Internet Quotient, TransPath, WebEx, and the WebEx logo 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. (0801R)