

Cisco Virtual Office Services

Realize the full value of Cisco® Virtual Office with Cisco support for deployment, operation, and ongoing optimization.

Challenge: Solution Deployment, Automation, Optimization

The Cisco Virtual Office solution enables organizations to extend the campus or headquarters office network environment to remote sites or teleworkers. The solution includes voice-enabled and video-enabled IP communications and collaboration applications enabled by advanced network and security services that are easy to deploy and maintain.

As part of the Cisco Virtual Office solution, Cisco and our approved partners can help you successfully deploy and integrate headend solution components and guide you through automating the deployment and management of remote sites by providing support for planning,



Benefits

Cisco Virtual Office Services help you to:

- Improve Cisco Virtual Office effectiveness, reduce deployment costs and duration, and smooth integration
- Prepare for deployment of headend solution components and improve the efficiency, accuracy, and success of headend device deployment
- Scale your IT staff, reduce remote access management costs, and improve end-user satisfaction by providing guidance and a high-level design to automate steps of the remote site provisioning process
- Prepare your staff to effectively operate, optimize, maintain, and manage your Cisco Virtual Office
- Continually assess, tune, and evolve your Cisco Virtual Office as well as the rest of your network security infrastructure to keep pace with changes in your business and new security threats
- Rapidly resolve problems and improve the operational efficiency for your Cisco Virtual Office devices and strengthen the availability, functionality, and reliability of Cisco Virtual Office applications

design, and implementation. We also help you reduce operating costs; keep devices working efficiently; and continually assess, tune, and evolve your Cisco Virtual Office to keep pace with changes in your business and evolving security threats through ongoing operational support and optimization.

Solution

Cisco Virtual Office Planning, Design, and Implementation Service

The Cisco Virtual Office Planning, Design, and Implementation Service helps you deploy and integrate the Cisco Virtual Office headend solution components and effectively customize the configuration templates that provide efficient, consistent remote site deployment and ongoing management. This service prepares you to begin manually provisioning remote sites and then determine how to automate many of those manual provisioning steps. It includes five capabilities:

- **Cisco Virtual Office technology readiness assessment:** Improve Cisco Virtual Office effectiveness, reduce deployment costs and duration, and allow for smooth integration by identifying gaps and recommending changes to your network infrastructure.

- **Cisco Virtual Office design development:** Prepare for deployment of headend solution components by developing and documenting the architecture, detailed design, and system test plan. Prepare to simplify remote-site deployment and management with support for customizing the configuration templates managed by the headend components.
- **Cisco Virtual Office implementation engineering:** Improve the efficiency, accuracy, and success of headend device deployment with support from Cisco or partner security engineers using an in-depth, detailed implementation process based on leading practices.
- **Cisco Virtual Office zero-touch deployment enablement:** Zero-touch deployment helps you scale your IT staff, reduce remote access management costs, and improve end-user satisfaction with Cisco Virtual Office by enabling the setup and ongoing management of a new teleworker or remote site with minor involvement from your IT staff and little effort by the end user. Receive guidance and a high-level design to automate the manual steps in the remote site provisioning process such as setup, provisioning of remote site information, and distribution of routers to users.
- **Cisco Virtual Office knowledge transfer and mentoring:** Prepare your staff to effectively operate, optimize, maintain, and manage your Cisco Virtual Office with formal and informal training and ongoing consultation throughout the deployment project and during the stabilization period following headend equipment deployment and zero-touch deployment enablement.

Cisco Remote Management Services

Preserving the performance, availability, and reliability of business resources and the confidentiality and integrity of business data calls for vigilance in avoiding, preventing, and responding to network issues. Cisco Remote Management Services engineers become an extension of your IT staff, proactively monitoring your Cisco Virtual Office and providing incident, problem, change, configuration, and release management and reporting 24 hours a day, 365 days a year. Services include:

- **Cisco Security Virtual Private Network (VPN) Remote Management Service:** Help maintain the security and performance of your Cisco Virtual Office. Cisco Security Operations Center engineers use a detailed set of security management methodologies to monitor and manage your VPN infrastructure.
- **Cisco Unified Communications Remote Management Service:** Help improve the availability and performance of the voice and other communication services running over your Cisco Virtual Office. Cisco Network Operations Center engineers expert in Cisco Unified Communications provide day-to-day management of your IP-based communication system devices, applications, and processes.

Cisco Security Optimization Service

The network continuously changes as part of a business's ongoing operations and growth. After your Cisco Virtual Office is fully operational, ongoing consultation with Cisco security engineers can help you to continually assess, tune, and evolve your Cisco Virtual Office as well as the rest of your network security infrastructure to keep pace with changes in your business and new security threats.

The Cisco Security Optimization Service delivers a flexible set of capabilities that can be customized in a subscription to meet your needs in a particular year at a predictable cost, including:

- **Security technology planning support:** A dedicated advisor can assist you in strategic security technology planning, delivering quarterly assistance to help you effectively plan and budget for your network security architecture evolution.
- **Security architecture review:** Help keep your Cisco Virtual Office and your overall network security architecture optimized to address evolving business requirements and threats by periodically identifying measures that might be needed to keep security controls aligned with your company policy and security industry best practices.
- **Security technology readiness assessment:** As your business and secure network grow and evolve and you are preparing to deploy new security technology or to extend or enhance your Cisco Virtual Office, Cisco security engineers can help you solidify your requirements and identify measures needed to prepare your network and systems to deploy the technology or new features.
- **Security design support:** Cisco can review and recommend changes to your proposed security technology design, whether for an extension of your Cisco Virtual Office or for other elements of your security infrastructure.
- **Security posture assessment (external):** Identify vulnerabilities that allow external untrusted systems to gain access to your internal trusted networks and make recommendations to correct those vulnerabilities.
- **Security performance enhancement support:** Analyze security devices against configuration best practices, your corporate security policies, and your baseline configuration templates if applicable. Optimize Cisco Virtual Office headend device performance and improve your staff's ability to manage the devices by leading interactive tuning sessions.
- **Security change support:** Reduce risk when making critical, scheduled changes to your network's advanced security technologies, including those supporting Cisco Virtual Office with a review of modifications to the design, implementation plan, test plan, and rollback plan for the change. Receive implementation support during change windows and assistance with recovery from network outages resulting from unplanned changes.
- **Security knowledge transfer and mentoring:** After Cisco Virtual Office deployment, help improve your IT staff's effectiveness in operating, optimizing, maintaining, and managing the solution's headend components through periodic knowledge transfer sessions.

Cisco SMARTnet Service

The Cisco SMARTnet[®] Service supports rapid problem resolution and improved operational efficiency for your Cisco Virtual Office devices through a combination of expert troubleshooting assistance, online tools, and flexible device coverage options, providing you with greater network availability while reducing operating costs.

Cisco Software Application Support Service and Cisco Software Application Support Service plus Upgrades

The Cisco Software Application Support Service strengthens the availability, functionality, and reliability of your Cisco Virtual Office applications with around-the-clock access to technical

support and software updates. The Cisco Software Application Support Service plus Upgrades adds access to major software upgrades.

For more information about Cisco Security Optimization Service, visit:

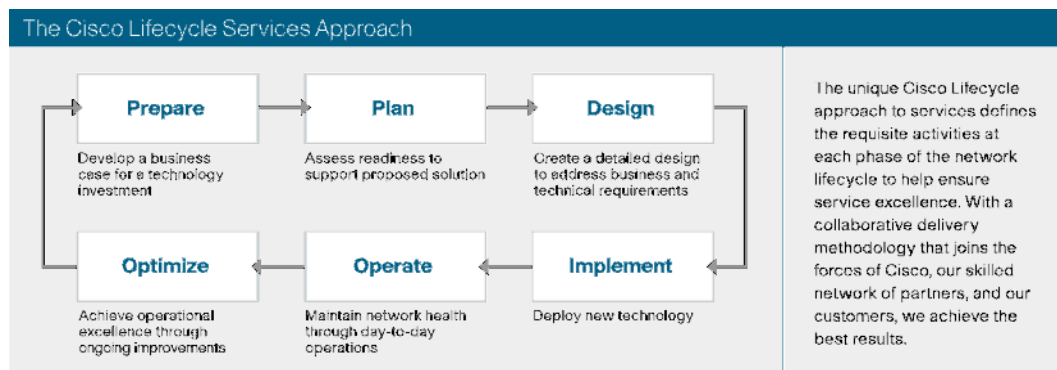
http://www.cisco.com/en/US/services/ps2961/ps2952/services_data_sheet0900aecd806ea35f.pdf

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.



Cisco and Partner Expertise

Cisco security engineers and Cisco Security Specialized Partners are among the industry's elite in providing integrated, collaborative, adaptive solutions.

Cisco security engineers typically hold one or more Cisco and security certifications and have deployed, secured, operated, and helped optimize the performance of many of the largest and most successful networks in the world. Through their access to the deep engineering expertise of the business units that create Cisco products and solutions, Cisco security engineers are able to support you in deploying a solution that is consistent with Cisco product roadmaps.

Cisco Security Specialized Partners are recognized for their expertise in designing, installing, and supporting comprehensive, integrated network security solutions.

Service activities for the implementation phase of the network or solution lifecycle are delivered primarily through Cisco Security Specialized Partners. However, for technologies and applications that are relatively new, Cisco can perform service activities in conjunction with these partners. Cisco transfers knowledge to broaden and deepen the expertise of our channel partners and your staff.

Availability and Ordering

Cisco Virtual Office Services are available globally. Service delivery details may vary by region.

For More Information

For more information about the Cisco Self-Defending Network, visit www.cisco.com/go/security.

For more information about Cisco Security Services visit www.cisco.com/go/services/security or contact your local account representative. Service delivery details might vary by region.

For Assistance

For assistance contact [Security Service Sales Specialists](#).

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Making Networks Work.
Better Together.



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