

Cisco Unified Application Environment Services

Cisco Systems® and its partners offer a broad portfolio of services to help you realize a rapid return on your investment and reduce downtime for your Cisco® Unified Application Environment solution.

THE CISCO LIFECYCLE SERVICES APPROACH



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.

Network Lifecycle Phases

- **Prepare**—Develop a business case for a technology investment
- **Plan**—Assess readiness to support proposed solution
- **Design**—Create a detailed design to address business and technical requirements
- **Implement**—Deploy new technology
- **Operate**—Maintain network health through day-to-day operations
- **Optimize**—Achieve operational excellence through ongoing improvements

CHALLENGE

The Cisco Unified Communications family of voice and IP Communications products, applications and application development environments can help your organization communicate more effectively. The results are simplified business processes, improved customer service, and increased productivity and profitability. The challenge is to achieve these benefits through rapid and effective deployment. A services approach designed to support every phase of your solution lifecycle – initial strategy and planning, design and implementation, day-to-day operation and maintenance, and optimization for peak performance – can be the answer.

SOLUTION

Supporting Business and Technical Requirements through a Lifecycle Services Approach

Cisco Systems and its partners offer a broad portfolio of end-to-end services for organizations developing, deploying and maintaining Cisco Unified Application Environment solutions using a system-level service and support approach to help you create and maintain a unified communications applications that meets your business needs. These services are based on proven methodologies for deploying, operating, and optimizing the performance of Cisco Unified Application Environment solutions. A lifecycle services approach helps you accelerate your success with Cisco technologies and improve network business value and return on investment.

Developer Support Services provide formalized services and consistent support for customers and partners who are using the Cisco Unified Application Environment in their development projects.

PLANNING AND DESIGN SERVICES

Cisco Unified Communications Planning and Design Service Bundle

The Cisco Unified Communications Planning and Design Service Bundle features scoped service offerings that can be tailored according to your deployment and business requirements. These services help identify and proactively address crucial technical and business concerns before you expend time and resources implementing your Cisco Unified Application Environment solution.

The Cisco Unified Communications Planning and Design Service Bundle prepares your network, staff, and business for IP Communications using a consistent, repeatable methodology to help successfully plan and design the evolution of your network. Cisco engineers help you develop an accurate implementation budget and schedule by capturing requirements, providing network and operational remediation plans, and designing a converged network. These engineers, with years of experience designing and deploying voice solutions, assess your needs and work with you to help you get the most out of your migration. Cisco engineers are experts in IP Communications, with a unique ability to identify critical gaps in the technical and operational aspects of deployments. The service bundle covers the following lifecycle phases:

- **Planning services** – Planning for the successful implementation of a converged voice and data network begins with a holistic, accurate approach to capturing solution requirements that address your network architecture and the state of your IP network and communications environment. Planning services include validation of the voice features you use to run your business today, as well as an architecture validation service that assesses your high-level design. Planning services also identify the operational effects of a Cisco Unified Application Environment solution, and include site readiness planning. A project management service develops an in-depth strategic plan, manages the deployment project throughout its lifecycle, and defines the plan deliverables.
- **Design services** – A sound Cisco Unified Application Environment solution design provides for reliable voice service that can scale for business growth and the adoption of new voice applications. Cisco design services consider a host of technical and business requirements, including your communications environment and telephony needs, defining network changes to support Cisco Unified Communications, and identifying changes to help secure your converged network. Cisco and its partners also develop a strategy to integrate critical older infrastructure components, including an implementation schedule and staffing plan. A systems acceptance test plan service helps verify that the deployed Cisco Unified Application Environment solution meets your requirements, while a staff development plan helps you prepare each member of your organization to use and support a converged network.

OPERATE SERVICES

Cisco Operate Services help you take full advantage of your Cisco Unified Application Environment solution. Cisco Operate Services can help reduce downtime, improve Cisco Unified Communications performance, and lead to higher productivity. Cisco offers one service in the operate phase to support Cisco Unified Application Environment solutions: Cisco Unified Communications Essential Operate Service:

Cisco Unified Communications Essential Operate Service

With Cisco Unified Communications Essential Operate Service, you gain 24-hour access to Cisco engineers and certified partners. With one phone call, you can reach a team of engineers certified to work through the problem and resolve it quickly. Depending upon your service contract, Cisco support engineers provide assistance with all Cisco hardware components and Cisco Unified Communications application software. The service protects you with advance hardware replacement if a device or system fails and provides software updates to make sure applications run smoothly and are always up-to-date. Cisco Unified Communications Essential Operate Service combines all your Cisco Unified Communications system support requirements under one contract, eliminating the need for multiple contracts for each application and server. The service offers two options:

- Cisco Unified Communications software application support includes full-time telephone and remote technical and maintenance support, release updates, and access to extensive resources on the Cisco.com knowledge base.
- Cisco Unified Communications software application and server support includes all the preceding features, as well as advance hardware replacement with the option of an onsite field engineer.

OPTIMIZATION SERVICES

Cisco Unified Communications Optimization Service

The Cisco Unified Communications Optimization Services help your Cisco Unified Application Environment solution operate at peak performance and stay up-to-date. This service is an extension to the Cisco Foundation Technology Optimization Service/NOS, an in-depth service that focuses on optimizing your core network infrastructure performance, enhancing security, and increasing operational efficiency. The service builds upon device-level support with advanced network-level support and consultative proactive support that help you design, implement, operate, and optimize your deployed Cisco network infrastructure. The Cisco Unified Communications Optimization Services consist of four service activities within two areas: network support and continuous learning.

- Design support – Cisco engineers audit the voice environment and assess operational readiness to determine the state and health of your Cisco Unified Application Environment solution. They provide a remediation plan based on their findings to help correct deficiencies and make sure your detailed design stays up-to-date and scales with your business needs.
- Software strategy – Cisco engineers begin by evaluating the capabilities of the current software of the Cisco Unified Application Environment solution to meet your present and future feature and functional requirements. They determine the software versions and upgrades necessary to support your ongoing service requirements. They also 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.
- Performance engineering and optimization – Cisco engineers audit configuration templates, scripts, commands, Cisco IOS® Software, and quality-of-service (QoS) levels to gauge their ability to support smooth, efficient delivery of Cisco Unified Communications, and identify opportunities to optimize performance and reliability.
- Knowledge transfer and mentoring – Ongoing knowledge transfer and mentoring increases your staff's knowledge and productivity to help improve their ability to identify indications of potential problems and determine strategies to address them.

DEVELOPER SERVICES

Cisco Developer Support Program

The Cisco Developer Support Program provides assistance to developers using the Cisco Unified Application Environment. For more information, go to www.cisco.com/go/developersupport

The Developer Services Program provides a fee-based, technology-specific subscription service. The subscription period is one year, renewable annually as needed. The program offers access to the open interfaces, documentation, and resources with a broad knowledge of application development for development support.

Custom Application Development Services

Custom Application Development Services are available from Cisco for the purpose of fulfilling custom application development requirements for Customers. In order to engage these services, please send requests to the Cisco Unified Application Environment Product Sales Specialists at CUAE-Sales@cisco.com. This team will gather and review the customer requirements to assess feasibility, provide cost quotes and forward validated application requests to the Application Services Group. The Application Services Group will review the deliverables and develop a Scope of Work (SOW) for the purposes of delivering a custom application solution to Customers.

BENEFITS

Cisco Unified Communications Services allow you to realize the cost savings and productivity gains associated with a converged IP network. This comprehensive array of services delivered by Cisco and its certified partners facilitates strategic planning and deployment of your Cisco Unified Communications network. And it helps protect you against downtime caused by hardware and software problems, while providing the assistance and online information you need to keep your converged network operating smoothly.

- Avoid expensive, time-consuming, and intrusive redesign with proper planning and design early in the lifecycle.
- Decrease implementation time by ensuring testing goals and processes are clearly defined and based on Cisco best practices.
- Increase Cisco Unified Application Environment solution reliability and efficiency with correct implementation based on proper architectural objectives and low-level design.
- Increase productivity achieved with a Cisco Unified Application Environment solution by rapidly resolving problems and reducing network downtime.
- Increase operational efficiency and maintain high availability by providing easy, 24-hour access to Cisco application and operating system patches and updates.
- Enhance in-house expertise and training by providing access to online tools, a knowledge base, and technical resources.
- Complement your in-house IT support infrastructure with an integrated and thorough technical support services solution.

WHY CISCO SERVICES

Cisco Systems® and its partners provide a broad portfolio of end-to-end services and support that can help you improve network total cost of ownership, business agility, and network availability to increase your network's business value and return on investment.

The Cisco Lifecycle Services 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. This approach can help you to achieve a high-performance network, integrate advanced technologies, lower operational costs, and maintain network health through day-to-day operations.

FOR MORE INFORMATION

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

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