

Cisco Services for TelePresence



HELPING ORGANIZATIONS REALIZE THE FULL VALUE OF CISCO TELEPRESENCE TECHNOLOGY

Reaping the Rewards of Cisco TelePresence

Cisco TelePresence™ conferencing offers a new technology platform that creates “in-person” experiences between people, places, and events. Employees can connect easily and instantly with coworkers, customers, and partners anywhere in the world—speeding decision making, improving business continuity, and providing a distinct competitive edge. To gain the full advantages of the solution, enterprises need to make sure that it is properly deployed and functioning optimally at all times.

Cisco TelePresence Services provide comprehensive service offerings to help enterprises prepare, plan, and design their networks for the successful implementation of Cisco TelePresence and maintain essential ongoing maintenance and support. These services combine extensive engineering expertise in converged networks, proven networking methodologies and tools, and proactive remote monitoring and support to help enterprises realize the full benefits of the solution. With Cisco TelePresence Services, organizations can focus on business transformation, not technology.

What Problems Need to Be Solved?

In order to realize a reliable, high-quality meeting experience, enterprises adopting Cisco TelePresence need to:

- Verify that the network architecture, physical environments, and site-to-site links can support the solution
- Develop comprehensive design and implementation plans
- Deploy the solution quickly and cost-effectively
- Make sure that essential solution components are protected with dedicated, comprehensive support and maintenance

Cisco Services for TelePresence

Cisco Services for TelePresence encompass offerings that provide a complete suite of services designed specifically for Cisco TelePresence solutions. The services are delivered by Cisco Advanced Technology Provider partners with deep experience in networking and Cisco Unified Communications and special training in virtual presence technology. With these services, Cisco partners focus on the Cisco TelePresence solution 24 hours a day, allowing enterprises to focus on their business.

Cisco TelePresence Planning, Design, and Implementation Service

The Cisco TelePresence Planning, Design, and Implementation Service provides comprehensive support throughout the planning and deployment of Cisco TelePresence, helping organizations quickly realize the benefits of the solution. The service helps enterprises assess the existing network and physical environments and

develop an implementation-ready design based on the organization’s requirements and provides expert guidance throughout the implementation, testing, and end-user training of the solution.

Cisco TelePresence Essential Operate Service

The Cisco TelePresence Essential Operate Service helps enterprises realize the cost savings and productivity gains that the Cisco TelePresence solution makes possible by delivering a reliable, high-quality meeting experience. Organizations gain 24-hour-a-day, 365-day-a-year access to a comprehensive support environment that addresses all aspects of Cisco TelePresence technology—voice and video, software and hardware—with a single, integrated service, provided by dedicated Cisco Unified Communications experts. The service also includes Advance Hardware Replacement options with the option of onsite installation, providing parts delivery and replacement by the next business day or within four hours on the same business day.



Cisco TelePresence Remote Management Service

Cisco TelePresence Remote Management Service (RMS) helps ensure the optimal Cisco TelePresence solution user experience. Cisco and our partners proactively and transparently identify and quickly resolve issues with Cisco TelePresence managed components by comprehensively monitoring and managing the solution to provide proactive support that reduces operational costs, improves staff productivity, and increases Cisco TelePresence availability and performance.

Cisco TelePresence RMS is available in three service levels to help ensure that the overall user experience is the best one possible. *Cisco TelePresence Essential Operate Service is a prerequisite for any Cisco TelePresence RMS purchase.*

- The Assisted Management service level delivers proactive remote monitoring and management of Cisco TelePresence endpoints and underlying network to help ensure a high level of customer satisfaction in terms of product reliability, usability, and availability. This services level includes 24x7 access to help desk support, automatic notification of managed component faults, systems monitoring and analysis reports, and access to specialized engineering support staff.
- The Enhanced Management service level provides all the benefits and supporting services included at the Assisted Management level and adds an additional layer of support through proactive problem management: a preemptive supporting service with the goal of preventing incidents before they occur. This service level provides periodic reviews of incident trends and tickets to predict and help prevent future service-

disrupting incidents, increasing ROI and overall user satisfaction.

- The Comprehensive Management service level includes high-touch services such as room scheduling and VIP event monitoring designed to increase peace of mind for high-volume customers while also providing the best possible user experience.

Cisco TelePresence RMS offers cost-effective alternatives to self-managed options so customers can focus on the business transformational aspects of the Cisco TelePresence solution instead of the technology. It brings together the strength of our expertise, tools and ITIL-based management processes to help you get the full benefits of your conferencing and collaboration solution.

What Are the Benefits of Cisco TelePresence Services?

Cisco TelePresence Services provide a comprehensive set of activities that are essential to the successful deployment and operation of a Cisco TelePresence solution, allowing enterprises to focus on business transformation, not technology. These services:

- Accelerate the business benefits of Cisco TelePresence by assessing the effects of the solution on the network and physical environments and addressing issues before they arise
- Decrease deployment times and enable smooth integration and interoperability with existing Cisco Unified Communications solutions
- Protect all elements of the solution through a single, dedicated support environment

- Help deliver a high-quality solution that addresses business and technical requirements and meets expectations
- Provide greater peace of mind through proactive remote monitoring and comprehensive management and support

Why Cisco Services

Realize the full business value of your technology investments with smart, personalized services from Cisco and our partners. Backed by deep networking expertise and a broad ecosystem of partners, Cisco Services enable you to successfully plan, build, and run your network as a powerful business platform. Whether you are looking to quickly seize new opportunities to meet rising customer expectations, improve operational efficiency to lower costs, mitigate risk, or accelerate growth, we have a service that can help you.

For More Information

For more information, visit www.cisco.com/go/telepresenceservices.

Cisco services. smarter *together*