

## Cisco TelePresence Services

Realize the full value of your Cisco TelePresence™ investment and accelerate successful global deployments through services delivered by Cisco and our certified partners.

### Challenge

To compete in today's global business environment, organizations must be able to effectively communicate and collaborate, responding rapidly to change across all geographic boundaries. Cisco TelePresence conferencing offers a solution that creates "in-person" experiences between people, places, and events over the IP network. Employees can connect easily and instantly with coworkers, customers, and partners anywhere in the world without leaving the office. This speeds decision making, improves business continuity in the event of disasters or disruptions, and provides a distinct competitive edge.

### Solution

Critical to achieving the full value of a Cisco TelePresence investment are integrated lifecycle services delivered by Cisco and our certified partners. Designed for organizations of a variety of sizes, these services accelerate a successful deployment and deliver a high-quality, reliable, "in-person" Cisco TelePresence experience.

Cisco TelePresence Services help organizations:

- Accelerate business benefits
- Decrease deployment times and avoid costly delays
- Protect against downtime
- Realize greater peace of mind through proactive remote monitoring and comprehensive operational support and management
- Improve performance and availability to better meet business requirements

Cisco TelePresence Services encompass these service offerings:

- Cisco TelePresence Planning, Design, and Implementation Service
- Cisco TelePresence Essential Operate Service
- Cisco TelePresence Remote Management Service
- Cisco TelePresence System Optimization Support Service

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## **Cisco TelePresence Planning, Design, and Implementation Service**

To provide a consistent, high-quality experience, the network, physical meeting sites, and the Cisco TelePresence solution itself must be optimally designed and implemented. Without careful consideration of business and technical requirements, IT and end-user experience, and the effects of Cisco TelePresence conferencing on the overall network, your organization might not realize the full potential of the solution.

The Cisco TelePresence Planning, Design, and Implementation Service provides comprehensive support throughout the planning and deployment of a Cisco TelePresence solution. The service helps your organization achieve its objectives by assessing the existing network and physical environment. Designs are developed based on unique requirements, and throughout the implementation and testing phase, ongoing IT support and end-user training occur.

In the initial prepare phase of a Cisco TelePresence deployment, Cisco or partner engineers use the Cisco TelePresence prequalification checklist to qualify your network and physical meeting locations, verifying support of the solution.

In the design and implementation phases, the project team will develop an implementation-ready detailed design for the Cisco TelePresence solution. Then, the team develops a comprehensive network implementation plan for each element of the solution, including audiovisual and environmental standards, and deploys the solution.

After deployment, the team performs a system acceptance testing process, and finally, the project team performs end-user training, including the development of customized training materials and hands-on education to make sure that system administrators, support staff, and end users all can make full use of Cisco TelePresence technology.

## **Cisco TelePresence Essential Operate Service**

To protect and maximize your solution investment, dedicated, system-level support and maintenance to protect your Cisco TelePresence solution are essential.

Global 24-hour-day, 365-day-a-year access to highly skilled engineers, providing a comprehensive support environment that addresses all aspects of Cisco TelePresence technology – voice and video, software and hardware – is available.

The Cisco TelePresence Essential Operate Service includes advance hardware replacement options with the option of onsite installation, providing enterprises with parts delivery and replacement by the next business day or within four hours on the same business day. The service also includes ongoing operating system and application software updates, which strengthen the reliability, functionality, and stability of Cisco TelePresence application software.

In addition, companies gain registered access to an array of powerful, industry-leading online support and information systems. These include interactive consulting tools, a comprehensive database, and knowledge transfer resources available through Cisco.com. This robust set of Cisco® technical tools and product information increases the self-sufficiency and unified communications expertise of internal IT staff, improving productivity while protecting the Cisco TelePresence investment.

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## Cisco TelePresence Remote Management Service

Cisco TelePresence is a converged solution that includes high-definition video, spatial audio, Cisco foundation technology, and Cisco Unified Communications components. This environment needs continuous monitoring and management to maintain the advanced technology and diverse aspects of the environment.

Cisco TelePresence Remote Management Service (RMS) helps ensure the optimal Cisco TelePresence solution user experience. It includes features that help ensure maximum uptime and the best possible user experience by offering 24x7 remote monitoring and management, access to specialized video experts, and an extensive knowledge base to provide comprehensive support that reduces operational costs, improves staff productivity, and increases Cisco TelePresence availability and performance. Service features and benefits can include:

- Proactive monitoring and ticketing of all managed components to help ensure the maximum availability and overall health of the system 24 hours a day, 7 days a week
- Remote Assistance Service Desk access for inquiries and assistance with Cisco TelePresence use, incident triage, and opening service requests, 24 hours a day, 365 days a year
- Proactive management of incident alarms, including ticketing, severity-based prioritization, resolution, and engagement of Technical Assistance Center
- Problem management, including analysis of incident trends to identify patterns or systemic conditions and root cause on request
- Change management including changes to resolve an incident or problem, changes to respond to a critical vulnerability, and standard changes to reconcile a known error
- Lifecycle email notification, including constant and consistent notification regarding incident status
- RMS upgrades that can provide enhanced monitoring capabilities, support for new Cisco TelePresence hardware and software products, management portal improvements, and reporting enhancements
- Basic training on how to use the resources of the managed service and instructions on whom to call for assistance

Cisco TelePresence RMS is available in three service levels to support your organization's needs. *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.
- 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.
- 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. Service features are integrated at all levels and aligned with the Cisco Technical Assistance Center to deliver the responsive, industry-leading support experience Cisco customers expect.

## Cisco TelePresence Optimization Service

An extension to Cisco Foundation Technology Optimization Service/Network Optimization Support (NOS), this service focuses on optimizing core network infrastructure performance, enhancing security, and increasing operational efficiency. The Cisco TelePresence Optimization Service builds on device-level support with advanced network-level and consultative proactive support that helps you design, implement, operate, and optimize your deployed Cisco network infrastructure. This service provides the following activities:

- **Cisco TelePresence Proactive Software Recommendation and Security Alerts:** Develop and maintain comprehensive software strategy for your Cisco TelePresence system.
- **Cisco TelePresence Remote Upgrade Support:** Support for upgrade activities helps ensure code recommendations are implemented according to Cisco best practices.
- **Cisco TelePresence System Stability Audit:** Helps sustain a high-performance Cisco TelePresence system with a periodic stability analysis.
- **Cisco TelePresence System Change Support:** Network consulting engineer will assist you with resolution of specific CTS problems entered as a P1 or P2 Technical Assistance Center (TAC) case.
- **Knowledge Transfer and Mentoring:** Help increase your staff's knowledge and productivity.

The combination of these services provides a comprehensive Cisco experience that combines our extensive tools, processes, and expertise with industry standards and protocols for transparent operation.

Table 1 shows Cisco TelePresence service activities and deliverables.

**Table 1.** Cisco TelePresence Service Activities and Deliverables

Activity	Deliverables
<b>Planning and Design Services</b>	
<ul style="list-style-type: none"> <li>• Cisco TelePresence Project Management</li> <li>• Cisco TelePresence Customer Requirements Validation</li> <li>• Cisco TelePresence Room Readiness Assessment</li> <li>• Cisco TelePresence Network Path Assessment</li> <li>• Cisco TelePresence Detailed Design Development</li> <li>• Cisco TelePresence Network Implementation Plan Development</li> <li>• Cisco TelePresence Solution and Site Acceptance Plan Development</li> <li>• Cisco TelePresence Endpoint Site Implementation and Testing</li> <li>• Cisco TelePresence Core Component Site Implementation and Testing</li> <li>• Cisco TelePresence Administrator and End User Knowledge Transfer</li> </ul>	<ul style="list-style-type: none"> <li>• Comprehensive project management plan</li> <li>• Implementation-ready detailed design</li> <li>• Comprehensive network implementation plan, including environmental standards</li> <li>• Customized and standard training materials</li> </ul>
<b>Essential Operate Services</b>	
<ul style="list-style-type: none"> <li>• Troubleshoot Incidents</li> <li>• Issue Resolution</li> <li>• Provide Assistance Using Leading Practices</li> </ul>	<ul style="list-style-type: none"> <li>• Technical and maintenance support</li> <li>• Advance hardware and installation options</li> <li>• System and application software updates</li> <li>• Cisco.com knowledge base access</li> </ul>

Activity	Deliverables
<b>Cisco TelePresence Remote Management Services</b>	
Assisted Management Service Level	<ul style="list-style-type: none"> <li>• 24-hour monitoring and management of the Cisco TelePresence devices and underlying network components</li> <li>• 24x7 access to service desk representatives available for immediate support and expert engineering escalation, and answers to "How do I" support questions</li> <li>• Automatic notification of managed component faults using email and web portal</li> <li>• Web-accessible reports with data related to incident tracking and system utilization</li> <li>• Engineering support staff troubleshooting incidents 24 hours a day to remediate faults and restore service</li> <li>• Change control process for incident-related changes</li> </ul>
Enhanced Management Service Level	<ul style="list-style-type: none"> <li>• Cisco installation of primary software upgrades and patches for endpoints and infrastructure components</li> <li>• Configuration management using change control process implemented in conjunction with software upgrades and patches</li> <li>• Improved report usability by providing choice of enhanced report templates</li> <li>• Proactive problem management support provided by Cisco TelePresence engineers</li> <li>• Biannual on-site technician room service visits to help ensure that equipment and Cisco TelePresence rooms remain in an optimum state of readiness</li> <li>• Operationally focused customer relationship manager for personal support and management of day-to-day issues</li> </ul>
Comprehensive Management Service Level	<ul style="list-style-type: none"> <li>• Higher-touch operationally focused advanced customer relationship manager for maximum peace of mind</li> <li>• Cisco RMS Service Desk room scheduling service provided for phone or email requests</li> <li>• Cisco designated technical support engineer to monitor the metrics of VIP events</li> </ul>
<b>Cisco TelePresence Optimization Service</b>	
Cisco TelePresence Proactive Software Recommendation and Security Alerts	<ul style="list-style-type: none"> <li>• Proactive Software Recommendation and Security Alerts: Develop and maintain comprehensive software strategy for your Cisco TelePresence solution</li> </ul>
Cisco TelePresence Remote Upgrade Support	<ul style="list-style-type: none"> <li>• Remote Upgrade Support: Support for upgrade activities helps ensure code recommendations are implemented according to Cisco best practices</li> </ul>
Cisco TelePresence System Stability Audit	<ul style="list-style-type: none"> <li>• Cisco TelePresence System Stability Audit: Helps sustain a high-performance Cisco TelePresence system with a periodic stability analysis</li> </ul>
Cisco TelePresence System Change Support	<ul style="list-style-type: none"> <li>• Cisco TelePresence System Change Support: NCE will assist customer and TAC with resolution of specific CTS problems entered as P1 or P2 TAC case</li> </ul>
Knowledge Transfer and Mentoring	<ul style="list-style-type: none"> <li>• Knowledge Transfer and Mentoring: Help increase your staff's knowledge and productivity</li> </ul>

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## 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 about the Cisco TelePresence Services or other Cisco Services, visit [www.cisco.com/go/telepresenceservices](http://www.cisco.com/go/telepresenceservices) or contact your Cisco account manager.



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