



Cisco Remote Management Services

Improve the availability, performance, and security of your Cisco® devices by proactively managing issues and quickly resolving problems.

Better Visibility, Better Information, Better Understanding with Smart Services



Cisco smart services use intelligent, automated capabilities to collect operational data on deployed network devices and compare it against a knowledge base of unmatched depth and breadth to provide insight into your network's behavior and status and proactively address potential issues. Smart services deliver personalized analysis and recommendations on which you can act directly or with guidance from Cisco or our partners. Smart services enable better visibility, better information, and better understanding to fuel performance, efficiency, and innovation.

Demanding Business Environments Require Optimized Infrastructure

To realize the potential of advanced technologies, an organization needs a strategic support system that allows its IT team to stay focused on its core business strengths without surrendering control of the company's network.

Reduce Costs with Proactive Management

Cisco Remote Management Services use Cisco smart services capabilities to help you quickly adopt and deploy Cisco technologies, reduce the cost of hiring and training, complement the skill sets of your IT management staff, and deliver high availability and performance. The services provide a comprehensive, proactive approach to managing, monitoring, and protecting your network and applications. They are delivered by Cisco engineers using industry-leading tools and processes based on the IT Infrastructure Library (ITIL®).

Built on the principles of co-management and out-tasking, these services supplement the experience of your in-house staff to anticipate, identify, and resolve issues accurately, efficiently, and cost-effectively, freeing up your IT team to focus more on core business priorities.

You select only the services you want to contract out so you can retain as much control of your own network as you need to support your business model. Our global network operations center provides 24-hour coverage, 365 days a year, responding to incidents and taking the lead in co-managing your network so your staff can focus on more strategic business initiatives.

Choose from a flexible suite of monitoring and management services to receive a solution customized to your IT operational management needs.

Remote Management Services for Borderless Networks

Protect assets, mitigate risks, maintain business continuity, and achieve growth through productivity by connecting people, information, and devices securely, reliably, and transparently.

- Foundation Technology Remote Management Services provide industry-leading processes to cost-effectively manage the day-to-day needs of your converged network infrastructure.
- Remote Management Services for Security manage and maintain Cisco security technologies deployed on the network to mitigate threats and vulnerabilities.



Cisco Remote Management Services

Collaboration Remote Management Services

Get the most out of your collaboration investment, promote innovation, and improve decision making by enabling people to communicate more naturally and cost-effectively.

- Cisco Unified Communications Remote Management Services systematically monitor and manage IP-based communication system devices and applications, as well as voice routers and switches for fault and performance events.
- Cisco Unified Contact Center Remote Management Services systematically monitor and manage voice infrastructure and contact center applications, including Cisco Unified Contact Center Enterprise, Cisco Contact Center Express, Cisco Customer Voice Portal, and Cisco Intelligent Contact Management, for fault and performance events.
- Cisco TelePresence Remote Management Services proactively identify and resolve issues with Cisco TelePresence® managed components to deliver the optimal Cisco TelePresence user experience.

Remote Management Services for Data Center

Increase the operational efficiency of your data center and create a more efficient infrastructure to consistently deliver a high level of performance and support growing information management needs.

- Data Center Switching Remote Management Service provides monitoring and management of Cisco Nexus® next-generation unified fabric switches as well as Cisco Catalyst® high-performance switches, optimized rack switches, and Cisco core routers, enabling the full potential of server virtualization.
- Unified Computing System Remote Management Service provides monitoring and management of your Cisco Unified Computing System™ around the clock to optimize uptime, performance, and efficiency.
- Application Networking Remote Management Service helps simplify the adoption of Cisco WAN optimization, application acceleration, and load-balancing technologies.
- Server Networking and Virtualization Remote Management Services provide monitoring and management of the core functions of the server environment, which allows you to maintain a single view of your service infrastructure regardless of server function and location.

Increase In-House Expertise and Gain Greater Productivity

Cisco has one of the largest collections of certified experts in the world supporting the most complex networks in the world. By working with customers day in and day out for more than 25 years, we have gained the experience and insight to help you get more from your network.

We can supplement and strengthen your in-house IT expertise. Through our operational management best practices, industry-leading tools, and engineering teams, Cisco Remote Management Services enable you to achieve greater IT productivity and a reduction in operating costs.

For more information about the Cisco Remote Management Services, go to www.cisco.com/go/rms.

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.

Cisco services. smarter *together*



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