

Cisco Sports and Entertainment Planning, Design, and Configuration Service

Maximize the Value of Your Cisco StadiumVision Solution

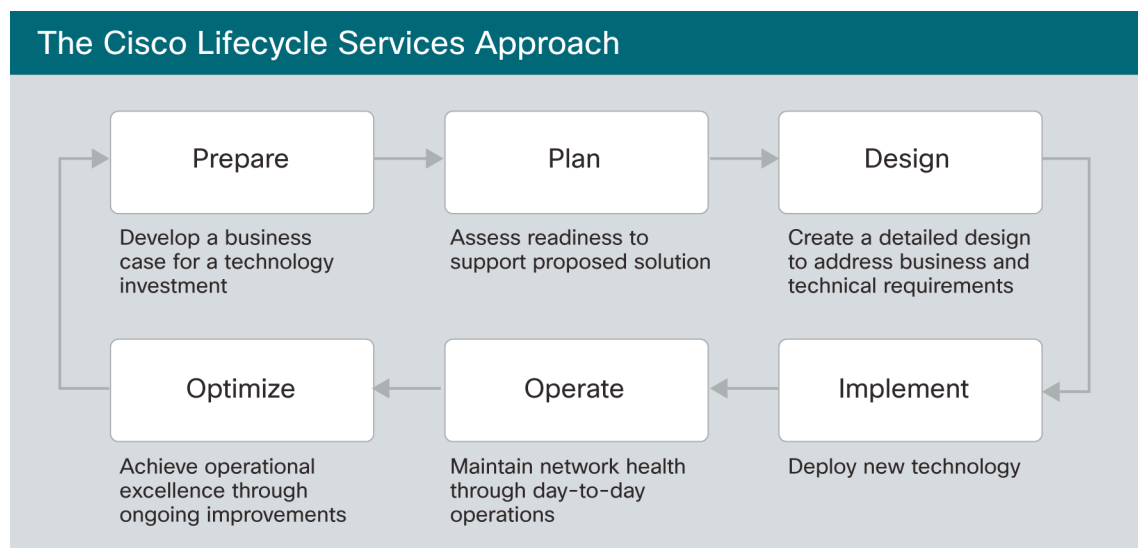
The Cisco StadiumVision™ solution combines high-definition video delivery with state-of-the-art digital signage to deliver distinctive, in-venue sports and entertainment experiences. Because StadiumVision is a robust solution with many features and options, it requires a certain level of expertise to use to the fullest benefit. Adequate preparation and timely execution are vital to delivering the best experience to the viewer. To help venues ensure the quality of the StadiumVision experience and assist them in achieving a high level of return on their Cisco StadiumVision investment, Cisco offers the Planning, Design, and Configuration Service for Cisco StadiumVision. This service provides onsite and remote solution planning, design reviews, implementation services, solution upgrades, and configuration services for the solution.

Cisco Services Approach

The Cisco® Lifecycle Services approach defines the minimum set of activities needed to help customers successfully deploy and operate Cisco technologies and optimize their performance.

The solution “lifecycle” refers to the beginning-to-end view of the continuum of events that takes place in the lifespan of a solution. As Figure 1 shows, the Cisco Lifecycle Services approach provides a framework that makes it easy to understand which service activities need to be performed (and in what order) to successfully prepare for and manage change and to operate and optimize the solution.

Figure 1. Cisco Lifecycle Services Approach



Service Overview

The Cisco Planning, Design, and Configuration Service is one of the offerings within the Cisco Lifecycle services for Sports and Entertainment solutions.

As part of the Planning, Design, and Configuration Service, Cisco provides subject-matter experts (SMEs) on site and remotely for the period of service, to perform or provide the following:

- Planning, design, and implementation services for the StadiumVision solution, including:
 - Project management
 - Features and Functionality Requirements Document
 - Planning and detailed design development and report
 - Implementation plan development
 - Cisco StadiumVision Director software installation and configuration
 - Video headend and video distribution planning, design, and implementation
 - Content transformation and business scripting
 - StadiumVision Director (SVD) planning, design, and implementation
 - Customer Acceptance Test Plan
 - Knowledge transfer
- StadiumVision design consultation helps customers configure the StadiumVision solution to meet their specific requirements, including:
 - Initial site survey
 - StadiumVision Best Practices for Network Infrastructure Design
 - Screen placement and zone recommendations
- StadiumVision Director configuration services, including:
 - StadiumVision Director customer consultation
 - StadiumVision Director Customer Requirements documentation
 - StadiumVision Director configuration for channels and content
 - Point-of-sale integration setup
- StadiumVision video playback services, including:
 - Cisco Digital Media Player (DMP) detailed site survey
 - DMP configuration
 - DMP as-built documentation
 - Setup and validation of groups and zones
 - DMP project management
- StadiumVision video headend services, including:
 - Design of video channels (including line-up)
 - Floor plan layout
 - Rack elevation drawings and wiring diagrams
 - Installation and configuration of all Cisco and third-party equipment

- StadiumVision custom training services, including:
 - Onsite technical trainer
 - Two- and five-day customer training classes
 - Onsite hands-on lab with latest software releases
- StadiumVision software upgrade services, including:
 - Onsite, end-to-end solution upgrade
 - Site-specific configurations
 - Upgrade implementation plan with recovery strategy
 - Post upgrade test plan
 - Any necessary remediation
- StadiumVision device certification services, including:
 - Certification of video headend equipment
 - Certification of TV models

Service Components

The Planning, Design, and Configuration Service for Cisco StadiumVision includes both onsite and remote support. The onsite support is delivered by a highly trained sports and entertainment technical resource. Remote resources include Cisco Global TAC support as well as sports and entertainment engineering resources when appropriate.

Onsite Sports and Entertainment Technical Engineer

- Senior-level engineer dedicated to Sports and Entertainment technology and Cisco StadiumVision
- Highly specialized in video and StadiumVision solutions
- In-depth technical knowledge of Cisco video distribution and video headend technologies

Remote Support (TAC)

In addition to the onsite support, Cisco provides 24/7 Cisco SMARTnet[®] remote support for Sports and Entertainment solutions. The remote support team performs:

- Pre-event problem isolation and troubleshooting
- World-class Sports and Entertainment solutions support worldwide
- A remote support team fully backed by Sports and Entertainment escalation engineers

For More Information

For more information about the Cisco StadiumVision solution and the Cisco Planning, Design, and Configuration Service, please contact Joe DePaolantonio (jdepaola@cisco.com) or your local Cisco account representative.



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