

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.

Challenge

Cisco® Unified Communications Solutions unify voice, video, data, and mobile applications on fixed and mobile networks, delivering a media-rich collaboration experience across business, government agency, and institutional workspaces. These applications use the network as the platform to enable easy collaboration every time, everywhere, everyone's included.

The challenge is to accelerate these benefits through rapid and effective deployment.

Solution

Cisco and our certified partners can help you deploy a secure, resilient Cisco Unified Communications solution, meeting aggressive deployment schedules and accelerating business advantage. Our portfolio of services is based on proven methodologies for unifying voice, video, data, and mobile applications on fixed and mobile networks.

Why Cisco?

Cisco Services make networks, applications, and the people who use them work better together.

Today, the network is a strategic platform in a world that demands better integration between people, information, and ideas. The network works better when services, together with products, create solutions aligned with business needs and opportunities.

Cisco's unique lifecycle approach to services defines the requisite activities at each phase of the solution lifecycle. Customized planning and design services focus on creating a solution that meets your business needs. Award-winning technical support increases operational efficiency. Remote management services simplify day-to-day operations, and optimization services enhance solution performance as your business needs change.

What are the Benefits of Cisco Unified Communications Services?

- Decrease implementation time by helping ensure testing goals and processes are clearly defined and based on Cisco best practices.
- Increase Cisco Unified Communications system reliability and efficiency with an effective implementation based on proper architectural objectives and low-level design.
- Increase productivity achieved with a Cisco Unified Communications system by rapidly resolving issues and improving availability.
- 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.

See Service Offering Matrix on back



Service Offering

Network Lifecycle Phase	Service	Description
Planning and Design	Scoped Planning and Design Services	Successfully plan and design a high-performance Cisco Unified Communications system, accelerating business advantage.
Planning and Design	Predeployment, Deployment, and Postdeployment Service Bundle	Assess network and operational readiness, providing support during system design and test plan development, and identifying improvements necessary for stability and efficiency for your Unified Communications system.
Implement	MeetingPlace® Implementation Support Service	Helps you with your deployment and configuration of the Cisco Unified MeetingPlace conference solution.
Operate	Essential Operate Service	Maintain the high availability, security, and operational efficiency of your Cisco Unified Communications network with direct, everytime access to Cisco engineers and Cisco.com resources.
Operate	Cisco SMARTnet® Service	Maintain the high availability, security, and operational efficiency of your Cisco Unified Communications network with direct, everytime access to Cisco engineers and Cisco.com resources for systems hardware.
Operate	Remote Management Service	Simplifies your voice application and converged network infrastructure management through an outtasked monitoring, issue resolution, and 24-hour management service.
Optimize	Optimization Services	Provides a complete systems-level evaluation of your entire Cisco Unified Communications system to understand whether your converged network can support the latest productivity-enhancing voice applications.
Optimize	MeetingPlace Optimization Service	Sustain the business benefits of your Cisco Unified MeetingPlace solution through upgrades and ongoing integration into your user environment.

For More Information

For more information, please visit:

Cisco Voice and Unified Communications:
www.cisco.com/go/unifiedcommunications

Cisco Unified Communications Services:
www.cisco.com/go/ucservices