

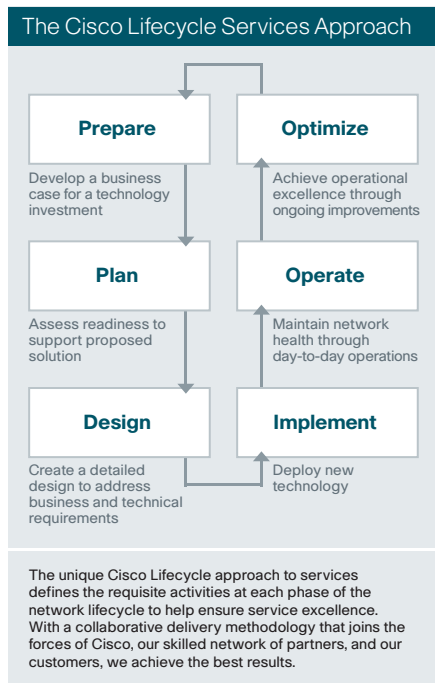


# Cisco TelePresence Select Operate Service and Cisco TelePresence Remote Assistance Service

## Assuring the Experience of Cisco TelePresence Select Operate Service and Cisco TelePresence Remote Assistance Service

Cisco® TelePresence lets users in different locations interact as easily and effectively as if they were in the same room. The result is highly productive remote collaboration—a powerful competitive advantage in today’s global business environment.

Cisco TelePresence Select Operate Service provides comprehensive availability and performance monitoring and remote, proactive management of the Cisco TelePresence solution. Cisco TelePresence Remote Assistance Service adds a single point of contact to facilitate all Cisco TelePresence questions, collaborate with clients to successfully maintain productivity, and respond with our expert in-house engineers on complex technical issues.



## What Problems Need to Be Solved?

Cisco TelePresence is a converged solution that includes high-definition video, spatial audio, Cisco Foundation Technology, and Cisco Unified Communications components. This environment requires continuous monitoring and management by engineers with expertise in voice, data, and video technologies. Maintaining new technology and the diverse aspects of this environment can strain in-house IT departments. For enterprises looking to increase productivity and keep a keen eye on costs, using the expertise and strategic approach of Cisco engineers provides instant fulfillment so customers can continue to focus on their core business.

The Cisco TelePresence Select Operate Service and Cisco TelePresence Remote Assistance Service provide management services with proactive ongoing management, monitoring, and reporting that are secure and convenient, reducing operational costs and allowing enterprises to focus on their core business instead of day-to-day operations.

Tables 1 and 2 show activities and deliverables for the Cisco TelePresence Select Operate Service and Cisco TelePresence Remote Assistance Service.

**Table 1** Cisco TelePresence Select Operate Service Activities and Deliverables

Activities	Deliverables
<b>Monitor Cisco TelePresence system</b>	24-hour monitoring and management of the Cisco TelePresence devices and underlying network components
<b>Identify network performance faults</b>	Automatic notification of network faults using e-mail and Web portal
<b>Diagnose and define remediation actions required to resolve incidents</b>	Network support staff troubleshooting incidents 24 hours a day to remediate faults and restore service
<b>Provide change and configuration management for operational consistency, efficient productivity and visibility</b>	Change control process in place to automatically track change source and all associated changes, including minor upgrades.

**Table 2** Cisco TelePresence Remote Assistance Service Activities and Deliverables

Activities	Deliverables
<b>Single point of contact for Cisco TelePresence technical and user assistance</b>	24-hour access to representatives available with one-touch service for immediate support and expert engineering escalation
<b>Single point of contact for questions relating to use of the Cisco TelePresence solution</b>	24-hour live attendant dedicated to answering “how do I” support questions
<b>Single point of contact for reporting issues requiring physical adjustment of Cisco TelePresence components</b>	24-hour resolution for escalating any problems to technical contact or room coordinator
<b>Inbound and outbound incident reporting</b>	Proactive resolution, notification of scheduling, and quality assurance of calls



# Cisco TelePresence Select Operate Service and Cisco TelePresence Remote Assistance Service

## Supported Devices

In-room Cisco TelePresence components include:

- Cisco TelePresence codec(s)
- 65" plasma display(s)
- Camera(s)
- Projector (where applicable)
- Cisco Unified IP Phone
- Cisco Unified Video Conferencing

Cisco TelePresence solution components include:

- Cisco TelePresence Manager
- Cisco TelePresence multipoint switch
- Cisco Unified Communications Manager (CallManager)
- Network performance

## What Are the Benefits of the Cisco TelePresence Select Operate Service and Cisco TelePresence Remote Assistance Service?

### Customer Benefits

The Cisco TelePresence Select Operate Service and Cisco TelePresence Remote Assistance Service are cost-effective alternatives to self-managed options that let customers focus on the business transformation aspects of the Cisco TelePresence solution instead of the technology. These services help enterprises achieve the full range of Cisco TelePresence business benefits, including improved staff productivity, reduced operational costs, and increased availability and performance. Customers also gain:

- Control of the Cisco TelePresence environment without the burden and cost of day-to-day management
- A consistently high-quality user experience that supports increased collaborative productivity and business agility

- Ready access to the detailed reporting, utilization, and performance data that is necessary for making informed decisions about the Cisco TelePresence environment

### Cisco Partner Benefits

The Cisco TelePresence Select Operate Service and Cisco TelePresence Remote Assistance Service are available to Cisco partners using the Cisco Brand Resale model. Developing a managed services practice or expanding an existing practice to support a new technology such as Cisco TelePresence often requires a significant investment in people, processes, and tools. Partners can now offer customers a comprehensive set of lifecycle services, including a complete operate (day 2) service, without the significant initial investment required to build a managed services delivery capability. This capability helps partners to:

- Overcome customer objections about limited Cisco TelePresence monitoring and ongoing management capabilities

- Increase the closure rate on Cisco TelePresence proposals by positioning a comprehensive suite of lifecycle services
- Increase profits through the development of complementary services delivered directly by the partner as well as through resale discounts

### Why Cisco?

The Cisco TelePresence Select Operate Service and Cisco TelePresence Remote Assistance Service are provided from Cisco network management centers staffed by Cisco engineers with in-depth expertise in managing converged infrastructures. This team combines leading practices, proven service methodologies based on ITIL®, and finely tuned monitoring tools to give customers the best possible Cisco TelePresence experience. Expert management services can also help customers and partners achieve a competitive advantage by increasing network performance, application availability, and ultimately overall profitability.

