



Unified Communications Management Service for Cisco Solutions



Managed
Unified
Communications



Higher Availability

Lower Total Cost of Ownership

Increased Visibility & Control

The introduction of unified communications (UC) traffic onto a data network creates a new level of complexity and presents new support and management challenges. To realize the benefits of UC, the converged network and applications traversing it must operate at peak performance. The Unified Communications Management Service offered by VITAL Network Services® and VoiceRite helps businesses maximize their Cisco® Unified Communications and Contact Center investment by improving system and application availability and reducing operational costs.

Proactive, Effective, Secure

Our UC Management Service combines extensive Cisco UC and Contact Center expertise with industry-leading tools and IT Infrastructure Library (ITIL®)-based processes to deliver a comprehensive solution for optimal reliability and performance. This proven solution provides 24x7 monitoring, management and knowledgeable support for the proper operation of the devices, applications and underlying infrastructure in the Unified Communications and Contact Center environment. Table 1 provides an overview of the services included as part of the UC Management Service for Cisco Solutions.

Table 1. Services Elements

Standard Services			
Fault Management	Performance Management	Remote Telephone Support	Critical Patch Updates
24x7 remote monitoring and problem resolution of all components within the UC environment	24x7 remote monitoring of performance using pre-defined thresholds and trends on all routers, switches, voice gateways, video devices, servers, and applications	Access to the Technical Support Center for feature and functionality questions as well as troubleshooting	Remote system updates of critical patches released by the manufacturer to fix a known issue in the customer's environment
Optional Services			
Remote Telephone MACDs	Onsite Field Support	Remote Contact Center Management & Support	Remote Contact Center Change Support
Remote administration of telephone moves/adds/changes/deletes	Onsite FE for part replacement available 24x7x4, 8x5x4 or 8x5xNBD	24x7 remote monitoring, technical support and remediation of issues within Cisco Unified Contact Center Express, Unified Contact Center Enterprise, Customer Voice Portal, and Intelligent Contact Management platforms	Remote administration of changes within the Unified Contact Center environment



Expert Support for Critical Services

Voice services are critical to business success - especially in Call Center environments. The UC Management Service from VITAL and VoiceRite helps ensure high availability of these critical services to simplify communications and increase productivity. Customers maintain visibility and control of their network through secure, online access to our management portal and detailed reports delivered directly to their inbox on a regular basis. With end-to-end management and operation of your Cisco UC system, your IT resources will be free to focus on the strategic initiatives necessary for continued growth and success.

Table 2 shows the applications and infrastructure supported by the Unified Communications Management Service for Cisco Solutions.

Table 2. Applications and Infrastructure Supported

Technology	Product
Unified Communications Applications	Cisco Unified Communications Manager Cisco Unified Communications Manager Business Edition Cisco Unity® Cisco Unity Connection Cisco Conferencing Applications Cisco Telephony Applications Cisco Voice Mail and Unified Messaging Applications
Unified Communications Infrastructure	Cisco Catalyst® 2900 Family Switches Cisco Catalyst 3550, 3650, 4500, and 6500 Series Switches Cisco 7800 Series Media Convergence Servers Cisco 1700 Series Modular Access Routers Cisco 1800, 2800, and 3800 Series Integrated Services Routers Cisco 2600 and 3600 Series Multiservice Platforms Cisco 3700 Multiservice Access Routers Cisco 7200 Series Routers Cisco AS5300 Series Universal Gateways Cisco IAD2400 and IAD880 Series Integrated Access Devices
Contact Center Applications	Cisco Unified Contact Center Express Cisco Unified Contact Center Express Enterprise Cisco Customer Voice Portal Cisco Intelligent Contact Management Cisco Unified IP IVR Cisco SocialMiner Cisco Finesse Cisco CTI OS Toolkit Desktop Cisco Unified IP Phone Agent Cisco Unified Intelligence Center Cisco Unified Web Interaction Manager Cisco Unified E-Mail Interaction Manager Cisco Outbound Option Cisco Unified Expert Advisor Third Party Applications for: Quality Management, Workforce Management, Chat, Survey, ASR/TTS, Interaction Recording & Reporting

Realize the Full Benefits of Your Cisco Investment

- » Immediate notification of unresponsive devices/applications or performance degradation improves troubleshooting time and speeds recovery
- » Proactive monitoring, continuous performance analysis and timely updates to critical patches ensure optimal reliability and performance
- » Collection and analysis of VoIP performance statistics, including MOS, jitter, network latency, packet loss, and other important QoS metrics, proactively alert you to problems so they can be fixed before users complain
- » Specialized UC and Contact Center resources extend your team with valuable information and recommendations
- » Detailed reports help you effectively plan for the future and continuously improve the availability and performance of your infrastructure
- » Online web access provides detailed visibility into performance metrics that are indicative of the health of the UC environment



The VITAL/VoiceRite Value

Through an integrated, seamless partnership, VITAL and VoiceRite have teamed together to deliver a comprehensive management solution for Cisco Unified Communications environments that is second to none. This solution combines decades of experience, specialized resources, best-of-breed management platforms and proven methodologies for management and resolution to maximize your network and application performance and help you meet your business goals.

Experienced, Cisco-Certified Professionals

The talented group of network, UC and applications engineers from VITAL and VoiceRite become an extension of your staff - applying their specialized knowledge and experience to quickly identify and solve any issues that arise within your managed environment.

Defined, Organized Processes

The VITAL/VoiceRite team has implemented and follows proven, ITIL®-based processes for delivering its service. Using these processes and techniques, our engineers rapidly address issues and offer recommendations to improve performance and potentially even reduce costs.

Best-of-Breed Systems

The trouble ticketing system and network management tools utilized by our engineers allow us to proactively manage the UC and Contact Center components within the your mission critical environment to quickly identify, diagnose and test issues - often before users are affected.



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