Cisco Virtual Office Services

Realize the Full Value of Cisco® Virtual Office with Cisco Services for Design, Deployment, Operation, and Ongoing Optimization.

Service Benefits

Cisco Virtual Office Services help you to:

- Reduce deployment costs and duration, smooth integration into the current network, and optimize Cisco Virtual Office effectiveness
- Scale your IT staff, reduce remote access management costs, and improve end-user satisfaction by providing guidance and a high-level design to automate steps of the remote site provisioning process
- Rapidly resolve problems and improve the operational efficiency for your Cisco Virtual Office devices and strengthen the availability, functionality, and reliability of Cisco Virtual Office applications
- Improve employee productivity and provide enhanced "anywhere access" to applications while still maintaining security

Challenge: Create a Secure, Productive Remote Work Environment

The concept of teleworking has existed for a long time. Traditionally, one of the main concerns associated with widespread adoption has been workforce productivity. Specifically, how can employees stay connected and productive in a remote environment? Will they have access to the tools and resources that they need to do their job? And how can they effectively build trust with their employer that they can succeed in that environment?

Solutions such as Cisco Virtual Office, enabled by Cisco Borderless Networks architectures, help businesses extend their global reach, improve employee productivity, and provide enhanced "anywhere access" to applications while still maintaining security. The Cisco Virtual Office solution includes voice- and video-enabled IP communications, and collaboration applications supported by advanced network and security services that are easy to deploy and maintain.

Solution: Plan, Build, and Run a Comprehensive Remote Office Solution

As part of the Cisco Virtual Office solution, Cisco and our partners can help you successfully design, deploy, and integrate this comprehensive set of products and technology to meet your remote access requirements. Cisco Services guide you through automating the deployment and management of remote sites. We also help you reduce operating costs; keep devices working efficiently; and continually assess, tune, and evolve your Cisco Virtual Office solution to keep pace with changes in your business and evolving security threats through ongoing operational support and optimization.

Cisco Virtual Office Planning, Design, and Implementation Service

The Cisco Virtual Office Planning, Design, and Implementation Service helps you design, deploy, and integrate the Cisco Virtual Office solution. This service creates the Cisco Virtual Office solution design that best integrates into your existing IT infrastructure and customizes network configuration templates that provide efficient and consistent remote site deployment and ongoing management of the solution. This service prepares you to begin manually provisioning remote sites and then determine how to automate many of those manual provisioning steps. It includes five capabilities:

- **Cisco Virtual Office technology readiness assessment:** Determine how best to use your existing network architecture to support the proposed solution, integrate new capabilities, and keep network devices and applications secure.

- **Cisco Virtual Office design development:** Develop an architecture design that integrates the information from the technology readiness assessment to use existing architecture where possible and adding network devices where necessary. Create a system test plan with customized configuration templates for the Cisco Virtual Office solution design.
- **Cisco Virtual Office implementation engineering:** Cisco Services and certified partners develop the Cisco Virtual Office implementation plan, assist with solution testing, and guide you through the Cisco Virtual Office solution deployment.
- **Cisco Virtual Office zero-touch deployment enablement:** Zero-touch deployment helps you scale your IT staff, reduce remote access management costs, and improve end-user satisfaction with Cisco Virtual Office by enabling the setup and ongoing management of a new teleworker or remote site with minor involvement from your IT staff and little effort by the end user. Receive guidance and a high-level design to automate the manual steps in the remote site provisioning process such as setup, provisioning of remote site information, and distribution of routers to users.
- **Cisco Virtual Office knowledge transfer and mentoring:** Prepare your staff to effectively operate, optimize, maintain, and manage your Cisco Virtual Office with formal and informal training and ongoing consultation throughout the deployment project and during the stabilization period following deployment.

Cisco Remote Management Services

Preserving the performance, availability, and reliability of business resources, while protecting the confidentiality and integrity of business data, calls for vigilance in avoiding, preventing, and responding to network issues. Cisco Remote Management Services engineers become an extension of your IT staff, proactively monitoring your Cisco Virtual Office and providing incident, problem, change, configuration, and release management and reporting 24 hours a day, 365 days a year. Services include:

- **Cisco Security Virtual Private Network (VPN) Remote Management Service:** Help maintain the security and performance of your Cisco Virtual Office. Cisco Security Operations Center engineers use a detailed set of security management methodologies to monitor and manage your VPN infrastructure.
- **Cisco Unified Communications Remote Management Service:** Help improve the availability and performance of the voice and other communication services running over your Cisco Virtual Office. Cisco Network Operations Center engineers expert in Cisco Unified Communications provide day-to-day management of your IP-based communication system devices, applications, and processes.

Cisco Security Optimization Service

The network continuously changes as part of a business's ongoing operations and growth. After your Cisco Virtual Office is fully operational, the Cisco Security Optimization Service provides ongoing consultation with Cisco security engineers to help you continually assess, tune, and evolve your Cisco Virtual Office as well as the rest of your network security infrastructure to keep pace with changes in your business and new security threats.

Cisco SMARTnet Service

The Cisco SMARTnet® Service supports rapid problem resolution and improved operational efficiency for your Cisco Virtual Office devices through a combination of expert troubleshooting assistance, online tools, and flexible device coverage options, providing you with greater network availability while reducing operating costs.

Cisco Software Application Support Service and Cisco Software Application Support Service plus Upgrades

The Cisco Software Application Support Service strengthens the availability, functionality, and reliability of your Cisco Virtual Office applications with around-the-clock access to technical support and software updates. The Cisco Software Application Support Service plus Upgrades adds access to major software upgrades.

Why Cisco Services

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. 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.

Cisco and Partner Expertise: Better Together

Cisco engineers and Cisco Certified Partners are among the industry's elite in providing integrated, collaborative, adaptive solutions. Jointly with our partners, we form the largest collection of industry certified experts in the world supporting the most complex networks to meet and exceed the needs of our customers. Cisco teams can collaborate with partners to foster consistency and alignment with Cisco methodologies, tools, and leading practices.

Availability and Ordering

Cisco Virtual Office Services are available globally and can be purchased from Cisco and Cisco Certified Partners. Service delivery details might vary by region.

For More Information

For more information about the Cisco Virtual Office solution, visit www.cisco.com/go/cvo.

For more information about Cisco Security Services, visit www.cisco.com/go/services/security or contact your local account representative.

Cisco Services.
Making Your Business
Work Smarter.

Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV
Amsterdam, The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at **www.cisco.com/go/offices.**

Printed in USA

C22-486283-01   07/10