# Cisco Cloud and Managed Service for Collaboration

Benefits and Business Outcomes

- Improve and maintain the performance of collaboration tools so as to increase their use
- Out-task and automate key solution management processes to reduce the burden on IT
- Shrink the time to resolution of issues for improved availability
- Avoid adding time, resource, and training costs to support solution management
- Help ensure that your collaboration infrastructure can support your business goals
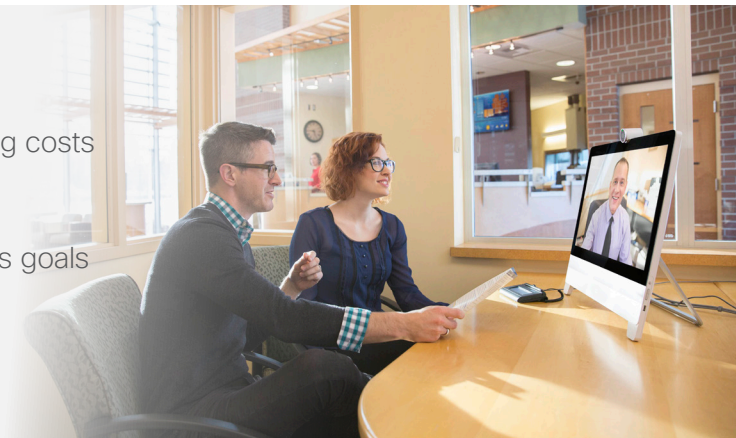
Challenges

Endpoint Proliferation

Flexibility in today's workspace, the growing use of virtual offices, and other mobility demands increase the number of endpoints IT is required to support. Given that proliferation, your network may be hard pressed to deliver the level of service and performance your employees need. The active monitoring and management that we provide identify network and collaboration issues before they affect productivity.

Network Optimization

Collaboration brings phenomenal benefits to your organization. And it requires a network optimized to achieve them. We have many years of experience in building and managing networks, and we make our expertise available to you. We can help you make sure that when you add new equipment or applications, your network will support them smoothly, with no surprises. And leave you free to focus on strategic IT.

Maintaining Control Over Infrastructure

The more collaboration technology you adopt, the more infrastructure you will have to support and manage. It can be very cost-effective and efficient to turn to a third-party partner for management and monitoring. At the same time, you may want control of and visibility into your network and your collaboration technologies. You probably also want to be able to adapt those technologies to your specific needs. The co-management model of Cisco® Managed Service for Collaboration gives you the best of both worlds. We can help you adapt the technology to your needs, and you remain in control of your network. Moreover, Cisco Managed Service for Collaboration is designed in modules, so you can choose – and pay for – only the capabilities you need.

"We tell our TelePresence users that if they encounter any issues at all, they can simply pick up the phone, hit a button, and they'll be automatically connected to a Cisco expert who can troubleshoot with them…. That level of support is invaluable, because it helps us maintain meeting schedules and make the most of attendees' time, all while minimizing the cost of hiring and training additional IT staff."

– Rance Clouser
Vice President of IS Support Services and Communication at Advocate Health Care

See the Advocate Health Care case study.

P&G chose Cisco Managed Service for Collaboration to provide a holistic solution for its network, displacing HP in a competitive win. The proactive management improved uptime and increased utilization rates by 80 percent. Solution ROI was realized in the first year. See the case study.

Simplify the Management of Your Collaboration Solution

Your people's creativity and productivity are great strategic tools, tools that get sharper when people can meet, kick ideas around, and zero in on good new ideas. So you want to make sure that your people can get together easily and reliably. You want your collaboration solutions to be in top form to help your employees be in top form.

Cisco Managed Service for Collaboration helps you do just that. This portfolio of services provides continuous monitoring, management, and support of your Cisco network and collaboration infrastructure. The services help you anticipate, identify, and resolve issues faster and more accurately. Moreover, we can customize them to meet your specific needs to help ensure that you get the best value for your investment.

You can take full advantage of Cisco's expertise in collaboration technology. You can also take advantage of best-in-class tools, and stay in control through co-management. Cisco Managed Service for Collaboration is delivered through a balance of people, processes, and tools aligned to the IT Infrastructure Library (ITIL®).

You Need More Performance at Less Cost

You need more performance: You need your collaboration infrastructure and tools to really work for you, so they have to work smoothly and reliably. When they do, they can give you a tangible advantage over your competitors.

But like any technology, collaboration makes demands on your network. You probably want your collaboration tools to be available to any employee anywhere, on any device. That can require careful network monitoring and management to make sure that factors such as bandwidth, routing, quality of service (QoS), and network access all work to ease the way for people to get together.

You also need that performance at less cost. Budgets are always tight, and yours is no exception. So to put it simply, Cisco Managed Service for Collaboration can reduce your overall costs as well as polish up your collaboration.

Why Cisco?

Unlike do-it-yourself management of a network, which can require a variety of investments, engineers, support staff, and outside vendors, Cisco Managed Service for Collaboration is built on the principles of out-tasking. We apply our comprehensive network management expertise, proven best practices, and automated smart service capabilities to help your network be exceptionally productive.

Cisco's ability to resolve issues at the source code level means we can troubleshoot and permanently resolve problems. You can benefit from Cisco's leadership in unified communications and collaboration.

Components, Features, and Attributes

Cisco Managed Service for Collaboration – Unified Communications (UC)

Out-tasks monitoring and management of your voice, video, mobility, and presence services between IP endpoints, media processing devices, voice-over-IP (VoIP) gateways, mobile devices, and multimedia applications. With today's increase in user mobility, it is essential to have comprehensive communications management capable of monitoring and managing users' experience no matter where they go, what device they use, or how they access the network.

Cisco Managed Service for Collaboration – Unified Contact Center (UCC)

Provides comprehensive, 24-hour monitoring and management of all your voice infrastructure and contact center applications, maintaining performance and availability and delivering faster resolution of issues to improve solution availability and performance.

Cisco Managed Service for Collaboration – Business Video

Manages all Cisco TelePresence® and video conferencing endpoints, improving operability and supporting a consistent end-user experience, which leads to higher levels of utilization.

Next Steps

To learn more, visit us on Cisco.com.

C45-731151-01   09/16