



## CISCO REMOTE OPERATIONS SERVICES



Cisco Remote Management Services help you to:

- Accelerate the business benefits of Cisco advanced technologies across Cisco Unified Communications and Cisco Unified Contact Center, Cisco TelePresence, Cisco Foundation Technologies, and Cisco Data Center and Security solutions
- Ease the adoption of future advanced technologies
- Maintain network performance as new technologies are introduced
- Take advantage of Cisco's industry-leading technology
- Benefit from ITIL-based processes and best-in-class monitoring tools
- Reduce operational costs and simplify staffing complexities
- Improve the availability, reliability and stability of the network and the applications running on it

Increase productivity returns on Cisco® advanced technology solutions by allowing Cisco experts to remotely manage, monitor and optimize your most critical asset: the network.

### Challenge: Accelerate the Benefits of Cisco Advanced Technology Solutions

Cisco is a recognized industry leader in networking solutions. Products such as Cisco Unified Communications, Cisco Unified Contact Center, Cisco TelePresence, Cisco Foundation, Cisco Data Center and Security solutions are renowned for their reliability and performance. But to realize the potential of these strategic advanced technologies, an organization needs a strategic support system that allows its IT team to stay focused on its core business strengths without surrendering control of the company's network.

Accelerating the possible business benefits from Cisco advanced technologies calls for an integrated, proactive approach to managing, monitoring and protecting the network and its applications. Without the requisite expertise and experience, maintaining network performance and availability becomes a critical concern. Protecting the confidentiality and integrity of business data requires continuous network monitoring and incident management.

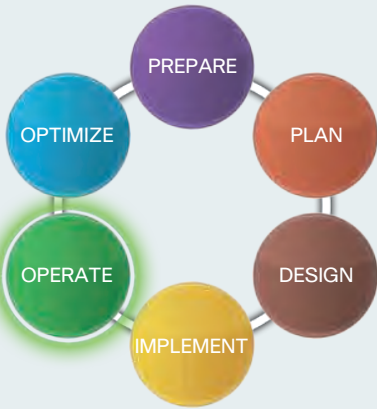
Delivered by the Remote Operation Services (ROS) unit of Cisco Systems, Cisco Remote Management Services (RMS) is a suite of services that monitor and manage complex networks and advanced technologies. Cisco RMS experts help to anticipate, identify and resolve issues more accurately, less expensively and with more visibility than customers can usually do their own. The services help you to quickly realize the business objectives of deploying Cisco advanced technologies without the IT staffing complexities or disruption to network performance that one might expect.

Cisco RMS expertise can help protect and optimize your investments into Cisco advanced technologies. Access to knowledgeable and efficient resources can improve your organization's business agility, realize greater return-on-investments, reduce the total cost of ownership and help simplify your IT challenges.

### Services Designed to Increase Your Return on Investment

Cisco Remote Management Services are simple, proactive management solutions for converged networks. Cisco RMS takes full advantage of Cisco's technology expertise, processes, and best-in-class tools to help accelerate the business benefits that are possible from Cisco solutions. It simplifies the adoption of advanced and emerging

THE CISCO LIFECYCLE SERVICES APPROACH



The unique Cisco Lifecycle approach to services define 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.

Network Lifecycle Phases

- **Prepare** - Develop a business case for a technology investment
- **Plan** - Assess readiness to support proposed solution
- **Design** - Create a detailed design to address business and technical requirements
- **Implement** - Deploy new technology
- **Operate** - Maintain network health through day-to-day operations
- **Optimize** - Achieve operational excellence through ongoing improvements

technologies as they are introduced to the complexity of a network and integrates security as a fundamental operating principle.

Cisco RMS services are delivered by experienced teams of engineers who monitor and manage your network 24-hours a day, 7-days a week. The services are based on IT Infrastructure Library (ITIL) processes, which include incident identification, problem management, change management, configuration management, and reporting. The Cisco RMS team employs the unique Cisco Lifecycle approach to services by defining the requisite activities at each phase of the network lifecycle to help ensure service excellence.

This collaborative delivery methodology joins the forces of engineers, our skilled network of partners, and our customers. Together, we work toward accelerating productivity, increasing network availability, improving business agility and delivering faster access to applications and services. The co-delivery approach also means that Cisco RMS experts operate as service teammates rather than service providers. While you retain complete control of the overall management responsibility of the system, Cisco RMS teams at network operations centers around the world concentrate on monitoring and managing the day-to-day responsibilities of the network's advanced technologies.

Cisco RMS services cover the management of network infrastructure, system devices and applications across several Cisco solutions. These include:

- Cisco Unified Communications including Cisco Unified Contact Center
- Cisco TelePresence
- Cisco Foundation Technologies
- Cisco Data Center
- Cisco Security solutions

**Cisco Unified Communications Remote Management Services, including Cisco Contact Center**

Cisco RMS provides comprehensive monitoring and management of Cisco Unified Communications and Voice devices in a converged network 24-hours a day, 7-days a week. These management services cover system devices, applications, voice routers and switches, LAN switches, Cisco Unified CallManager, Cisco Unity® voicemail, public switched telephone network (PSTN) carrier links, and interaction with WAN carriers.

Cisco RMS also provides monitoring and management of Cisco Unified Contact Center customer service infrastructure. By using a sophisticated Remote Management Appliance, the service systematically monitors your voice infrastructure and contact center applications for fault and performance events. The services support all essential contact center technologies including Unified Contact Center Enterprise, Contact Center Express, Customer Voice Portal, and Intelligent Contact Management.

Cisco RMS gives you complete visibility into the state of your network. Advanced reporting technology aggregates select performance, availability, and fault information into real-time, daily, and monthly reports. These reports break down the traffic, exceptions, availability, and inventory information for end-to-end Cisco Unified Communications systems.

Cisco RMS helps realize the benefits of Cisco Unified Communications sooner by following ITIL based standards to proactively monitor and manage your converged network and to diagnose and resolve network incidents. By taking advantage of Cisco's networking and Unified Communications expertise and tools, Cisco RMS helps increase network availability and minimize the financial and resource effects of network downtime.

Typically, organizations have to worry about integration issues and of having the right tools for network management, not to mention the hiring, training, and retaining of staff to operate the network. However, Cisco RMS teams take on the burden of most day-to-day network tasks, thereby easing your network operation challenges by reducing operational

costs and simplifying staffing complexity. Furthermore, the Cisco RMS portal allows you to view detailed performance reports, real-time and historical trouble ticket status and inventory information, thus giving you unique insight into your network's operations.

Ultimately, Cisco RMS helps you to make quicker decisions about your network, and increases your organization's agility by adopting advanced technologies and by applying proven processes and management practices to your infrastructure.

### Cisco TelePresence Remote Management Services

The CiscoTelePresence RMS team manages the largest deployment of Cisco TelePresence globally and has extensive experience in supporting global network and telecommunications infrastructure, Cisco Unified Communications, and the in-room components of the Cisco TelePresence system. Cisco TelePresence Remote Management Services (RMS) include Cisco TelePresence Select Operate and the Cisco TelePresence Remote Assistance Service.

Cisco offers expert day-to-day management of the Cisco TelePresence solution, including the foundation and Cisco Unified Communications devices of the converged network components carrying the voice, data, and video traffic. Working with the Essential Operate Service in the operate phase of Cisco Lifecycle Services approach, Cisco TelePresence Select Operate and the Cisco TelePresence Remote Assistance Service are designed to maintain the highest and most consistent quality experience with the Cisco TelePresence solution.

Cisco TelePresence Remote Management Services include:

- Remote assistance
- Incident management
- Problem management
- Change management
- Availability and performance reporting

As with all Cisco RMS services, Cisco TelePresence RMS allow you to maintain control of and retain access to Cisco TelePresence components and network infrastructure through a co-management approach. By keeping devices available and operating optimally, your organization can increase its return on its investment in Cisco TelePresence.

The Cisco TelePresence experience is further improved for users by proactively monitoring the infrastructure for statistical information that could degrade performance quality. Performance and utilization reports allow you to effectively manage network capacity and have the business-critical information necessary for quick decision making, while business agility is improved by adopting advanced technologies.

By taking advantage of Cisco's expertise in managing Cisco TelePresence, you gain access to the Cisco RMS team's in-depth knowledge and involvement with first-hand user experiences. The result is excellent service and a complete management experience that addresses your needs while allowing you to focus on your business.

### Cisco Foundation Technologies Remote Management Services

Cisco Foundation Technologies Remote Management Services (RMS) proactively manage your IT infrastructure by anticipating, identifying, and resolving issues more quickly, more accurately, less expensively, and with more visibility than most organizations can achieve on their own. Whether you are considering the latest Cisco routers and switches or state-of-the-art Cisco security solutions, Cisco RMS provide the in-depth monitoring, issue resolution, and 24-hour network management you need to implement advanced solutions with confidence.

Cisco Foundation Technology RMS provide remote network management for every day LAN and WAN infrastructure operations, as well as network tuning to improve the





performance of your business applications. As an experienced team of Cisco RMS engineers helps you to unlock new operational efficiencies and provide increased levels of business protection, your IT staff can focus on more strategic activities without worrying about simpler network tasks.

Cisco Foundation Technology RMS include the Cisco Security IntelliShield Alert Manager Service, which offers the detailed security intelligence your business needs to help prevent, mitigate, and quickly remediate potential IT vulnerabilities and security attacks. This completely customizable threat and vulnerability alert service helps your IT staff easily access timely, accurate, and credible information about potential vulnerabilities in your environment.

Cisco Foundation Technology RMS help improve your network stability, throughput, and utilization. It also improves the performance of the equipment in your network and enhances network reliability by identifying indications of potential performance problems and making recommendations to address them. Additionally, Cisco Foundation Technology RMS improves the interoperability of software in accordance with program requirements and reduces network downtime caused by software inconsistencies, reducing your network operations costs and increasing the potential for success during critical network change.

### **Cisco Data Center Remote Management Services**

Today's enterprise data centers are in a state of transition. Employees are no longer constrained to workstations at headquarters or regional facilities, but are increasingly distributed over wide, disparate geographical locations. Workers are also more mobile, requiring access to applications and resources from more locations. Furthermore, enterprise applications are becoming more numerous and complex, and escalating energy prices are making data center power requirements more expensive.

Organizations are responding to these trends by concentrating on consolidating their resources, centralizing their operations and virtualizing access to their applications. Unfortunately, centralizing data center assets – both the technology and the personnel – as users become more decentralized and mobile is straining data center network access, availability, security and problem identification and resolution capabilities. Many companies already view their networks as either current or near-future bottlenecks.

Cisco offers advanced technologies that meet the needs of today's evolving enterprise data centers. Cisco Data Center Remote Management Services (RMS) support the adoption of these innovative solutions by offering expertise, support processes, and best-in-class management tools for data center services that are:

- Focused on the delivery and acceleration of application content
- Focused on server management, including discrete and blade servers
- Focused on virtualized environments

Cisco Data Center RMS provides business and technical assessments to help you identify gaps between the current state and future requirements of your network. By accelerating the deployment of new applications, your organization increases its agility and improves its return on investment in Cisco advanced technologies.

### Cisco Security Remote Management Services

The confidentiality, integrity, and availability of business data is at constant risk. To truly protect business continuity, a network requires continuous monitoring and threat management to ensure the efficacy of deployed security solutions. In addition, the ability to identify, stop, and prevent malicious activity is essential to preserving the performance, availability, and reliability of ones network.

Cisco Security Remote Management Services (RMS) delivers security intelligent information services, reduces business risk, and manages threat, event, and compliance across all Cisco security solutions, including Cisco Security Access Control, Cisco Security Intrusion Prevention and Cisco Security Virtual Private Network (VPN).

#### Cisco Security Remote Management Services

Cisco Security Remote Management Services include:

##### Cisco Security Access Control Remote Management Service

- Monitoring and management of faults and security incidents
- Change & Release Management
- Configuration Management
- Regular configuration backups
- Configuration

##### Cisco Security Intrusion Prevention Remote Management Service

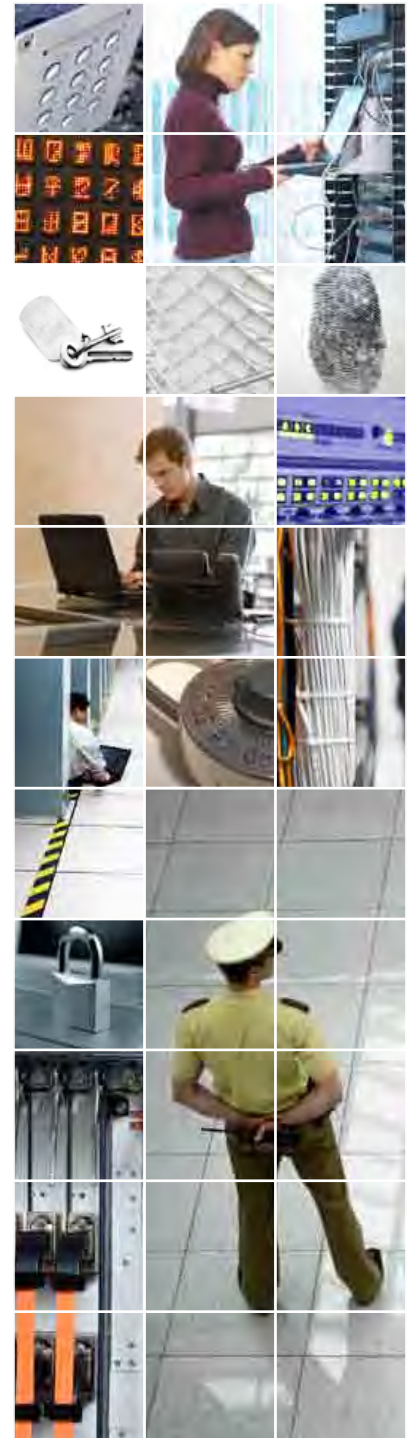
- Monitoring and management of faults and security incidents
- Classification, Investigation, Isolation , Impact Assessment, Notification & Recommendations
- Automatic blocking, shunning, TCP reset
- Change Management
- Same day distribution of signature updates
- Operating system updated during next scheduled maintenance
- On-going tuning in response to events

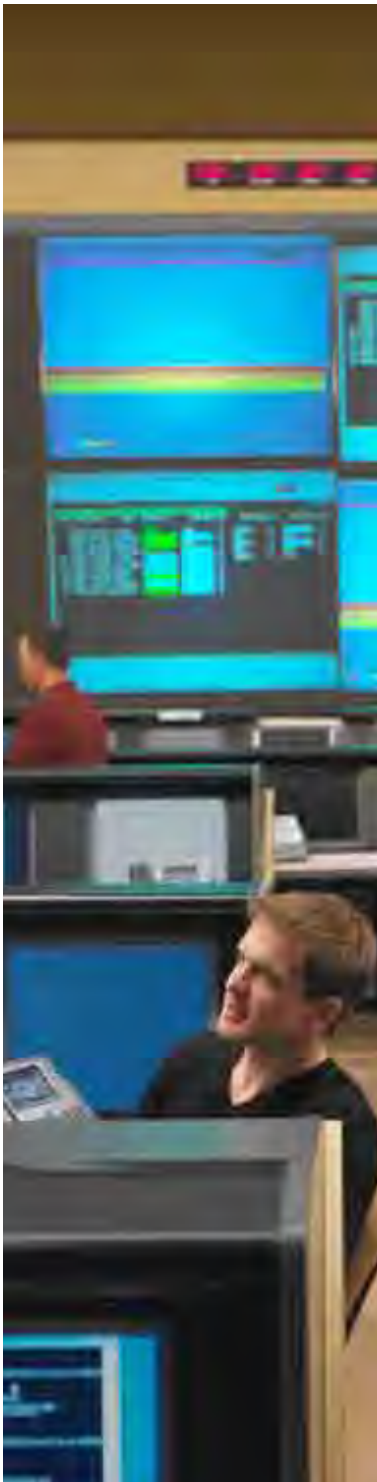
##### Cisco Security Virtual Private Network (VPN) Remote Management Service

- Change & Release Management
- Monitor VPN Infrastructure
- Management of VPN tunnels
- Reporting on primary metrics of the VPN Infrastructure

Cisco Security RMS monitoring and management tools reside primarily at the Cisco RMS network and security operations facilities, with access to managed devices through circuits, including Virtual Private Networks. Cisco's Intrusion Prevention System (IPS) services provide a critical complement to your Cisco IPS network protection by relying on an embedded library of signature files to monitor networks for malicious activity. Cisco's team of experts are available 24-hours a day, 7-days a week via a web portal, giving you access to incident tickets, reports and inventory information whenever you need it.

Cisco Security RMS works both proactively and reactively by taking full advantage of the IT Infrastructure Library (ITIL) framework for service support and service delivery. Because you retain access and administrator privileges to the system, Cisco Security RMS experts essentially become an extension of your own staff and resources. The team adapts to and works within your processes and procedures.





### **Benefits of Cisco Remote Management Services**

Cisco Remote Management Services help your organization accelerate the productivity and business benefits from Cisco advanced technologies through:

- Identifying and validating technology requirements
- Helping you identify network problems early
- Improving the efficiency of networks and of the staff supporting them
- Reducing operating expenses by improving the efficiency of operational processes and tools

Cisco RMS also increases your network availability and improves business agility by:

- Proactively monitoring your network and assessing availability trends and alerts
- Proactively identifying security breaches and defining remediations
- Expertly installing, configuring, and integrating system components
- Continually enhancing performance

Cisco RMS delivers faster access to applications and services by:

- Improving service delivery efficiency and effectiveness by increasing network availability, resource capacity, and performance
- Improving the availability, reliability, and stability of the network and the applications running on it
- Managing and resolving problems affecting your system
- Keeping software applications current

### **About Cisco Remote Operations Services**

Cisco Remote Operation Services (ROS) is an organizational unit of Cisco Systems. Cisco ROS delivers a suite of services designed to proactively manage, monitor and protect complex networks and advanced technologies remotely, based on an ITIL operations model. Cisco ROS anticipates, identifies and resolves issues with greater accuracy and efficiency and in a more cost effective manner than most customers typically achieve on their own. Cisco ROS helps customers to quickly realize the business objectives of deploying Cisco advanced technologies, without the usual IT staff complexities or disruption to network performance that a customer might expect with such an implementation.

### **Why Cisco Services**

A clear leader in business networking, Cisco's intimate understanding of market transitions gives Cisco the flexibility and technical knowledge necessary to offer excellent services to support emerging technologies. More than 15,000 IP Communications customers trust Cisco solutions worldwide, and more than 60 percent of Fortune 500 companies are using Cisco IP Communications solutions in their organizations.

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

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 excellent results together.



### Availability and Ordering

Cisco Remote Management Services are available globally. Service delivery details might vary by region.

### For More Information

For more information about this and other Cisco Remote Operations Services, visit [www.cisco.com/go/ros](http://www.cisco.com/go/ros) or contact your local account representative.




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