



Unified Communications Management Service for Cisco Solutions

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® helps businesses maximize their Cisco® Unified Communications investment by improving system and application availability and reducing operational costs.

Proactive, Effective, Secure

VITAL's UC Management Service combines extensive Cisco UC 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 24/7 monitoring, management and knowledgeable support for the proper operation of the Cisco UC devices, applications and underlying infrastructure in the Unified Communications environment. Table 1 provides an overview of the services included as part of VITAL's UC Management Service for Cisco Solutions.



Table 1. VITAL's Unified Communications Management Service for Cisco Solutions

Standard Services			Optional Services		
Fault Management	Performance Management	Remote Telephone Support	Critical Patch Updates	Remote MACDs	Onsite Field Support
24x7 remote monitoring and problem resolution	24x7 remote monitoring of performance using pre-defined thresholds and trends	Access to VITAL's Technical Support Center for feature and functionality questions as well as troubleshooting	System updates of critical patches released by the manufacturer	Remote administration of moves/adds/changes/deletes	Onsite FE for part replacement available 24x7x4, 8x5x4 or 8x5xNBD



Realize the Full Benefits of Cisco Unified Communications with VITAL

- 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 Unified Communications 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

Expert Support for Critical Services

Voice services are critical to business success. VITAL’s UC Management Service 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 VITAL’s 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 from VITAL, 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 VITAL’s Unified Communications Management Service for Cisco Solutions.

Table 2. Unified Communications Applications and Infrastructure Supported

Technology	Products
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

Why VITAL?

VITAL’s UC Management Service for Cisco Solutions is part of a comprehensive management portfolio designed to deliver end-to-end management of data, unified communications and wireless environments. As a service-only, network support organization with decades of experience, specialized resources, best-of-breed management platforms and proven methodologies for management and resolution, VITAL is the right choice to maximize your network performance and help you meet your business goals.



Managed Unified Communications



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