

## Cisco Unified Communications Essential Operate Service



The Cisco® Unified Communications Essential Operate Service help you maintain the operational efficiency, high availability, and security of your Cisco Unified Communications network.

### Service Overview

Cisco Unified Communications enables your organization to communicate more effectively. The results are simplified business processes, improved customer service, and increased productivity and profitability. But to gain the full advantage of your network, you need proper operational support to maintain the efficiency, reliability, and performance of your converged voice and data infrastructure.

The Cisco Unified Communications Essential Operate Service, part of the Cisco Lifecycle Services framework, can help you quickly resolve incidents across your IP communications network by providing you with access

to a highly trained team of specialized engineers who can analyze complex networking issues and assist with incident remediation. The support they provide can help reduce downtime, improve Cisco Unified Communications performance, and lead to higher productivity.

The service is composed of two options:

- Unified Communications for software applications support
- Unified Communications software application and server support

### Cisco Unified Communications Essential Operate Service

The Cisco Unified Communications Essential Operate Service provides software updates to make sure your applications run smoothly and are always up-to-date. You also gain 24-hour access to a team of Cisco engineers and certified partners that can quickly identify and resolve Cisco Unified Communications application software problems. This team is highly trained, has a deep understanding of Cisco Unified Communications application software, and offers expertise based on extensive experience evaluating the performance of complex communications systems.

Depending upon your service contract, Cisco support engineers might also provide assistance with Cisco hardware components. This service protects you with advanced hardware replacement should a device or system fail and provides software updates to make sure applications run smoothly and are always up to date.

The Cisco Essential Operate Service includes capabilities similar to the Software Application Support (SAS) offering. If your contract includes hardware, it might also include capabilities similar to those of Cisco SMARTnet®.

Cisco Unified Communications software-only application support includes:

- Full-time telephone and remote technical and maintenance support services
- Maintenance and minor release updates
- Cisco.com knowledge base, including access to Software Advisor, Technical Assistance Center (TAC) Case Collection, My Tech Support, Output Interpreter, peer-to-peer online forums, and the TAC newsletter

Cisco Unified Communications software application and server support includes all of the preceding features plus:

- Advance hardware replacement (with the option of an onsite field engineer)

Table 1 shows all available Essential Operate Service activities and deliverables.

**Table 1.** Essential Operate Service Activities and Deliverables

| Activity  | Deliverables  |
|---|---|
| Troubleshoot incidents                          | Technical and maintenance support                   |
| Remediate incidents                             | Advanced server hardware replacement                |
| Replace network infrastructure devices          | Application software maintenance and minor releases |
| Provide access to applications software updates | Cisco.com knowledge base access                     |
| Provide assistance using leading practices      |   |

## Benefits

The Cisco Unified Communications Essential Operate Service allows you to realize the cost savings and productivity gains associated with Cisco Unified Communications. This essential suite of services helps you reduce disruption to application availability while it provides the assistance and online information you need to keep your converged network operating smoothly.

The Cisco Unified Communications Essential Operate Service helps you:

- Increase productivity achieved with a Cisco Unified Communications system by rapidly resolving problems
- Increase operational efficiency and maintain high availability by providing 24-hour, seven-day-a-week access to Cisco application and OS patches and updates
- Enhance in-house expertise and training with access to online tools, a knowledge base, and technical resources
- Avoid additional time-consuming technical support cycles with access to the appropriate technology experts, who work collaboratively to resolve your Cisco Unified Communications issues
- Complement your in-house IT support infrastructure with an integrated and comprehensive technical support services solution
- Decrease operational costs by reducing the need for keeping spare components and parts necessary for maintaining your Cisco Unified Communications system

## Summary

Using the Cisco Lifecycle Services approach, Cisco and its partners provide a broad portfolio of end-to-end services and support that can help increase your network's business value and return on investment. This approach defines the minimum set of activities needed, by technology and by network complexity, to help you successfully deploy and operate Cisco technologies and optimize their performance throughout the lifecycle of your network.

## Availability and Ordering Information

Cisco Unified Communications Essential Operate Services are available globally. Details might vary by region.

## 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.

## For More Information

For more information about the Cisco Unified Communications Essential Operate Service or other Cisco services, visit [www.cisco.com/go/ipcservices](http://www.cisco.com/go/ipcservices) or contact your Cisco service account manager.

**Cisco Services.**  
**Making Networks Work.**  
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