

Realize the Full Value of Your Technology Investment with Cisco TelePresence® Essential Operate Service



The Cisco TelePresence Essential Operate Service helps you realize the cost savings and productivity gains that the Cisco TelePresence solution makes possible by delivering a reliable, high-quality meeting experience. You gain seven-day-a-week, 365-days-a-year access to a comprehensive support environment that addresses all aspects of Cisco TelePresence technology – voice and video, software and hardware – with a single, integrated service.

Services from Cisco together with our partners enable your organization to communicate more effectively, resulting in improved customer satisfaction, simplified business processes, 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 comprehensive Cisco TelePresence solution.

Move Quickly and Confidently with Cisco Expertise and Resources Readily Available

Your organization gains global, 24-hour access to engineers who have a deep understanding of Cisco TelePresence technologies and who specialize in complex IP communications environments. This system-level technical support, provided by either Cisco or Cisco partners, can help you quickly and cost-effectively resolve issues with any aspect of the Cisco TelePresence solution. This consolidated support model means that one telephone call connects administrators with a highly trained technical engineer to solve complex video and IP communications issues.

Cisco Services Lifecycle



The Cisco® Services Lifecycle approach defines the requisite activities at each phase of the network development to deliver service excellence. With a collaborative delivery methodology that joins the forces of Cisco, our skilled network of partners, and our customers, we achieve the optimal results.

Increase Productivity and Operational Efficiency

Cisco TelePresence Essential Operate Service protects you against downtime caused by hardware and software issues and provides the assistance and expertise to keep your solution running smoothly. Table 1 shows all available Cisco TelePresence Essential Operate service levels.

Cisco TelePresence Essential Operate Service includes:

- **Telephone access to remote technical and maintenance support services 24 hours a day, 365 days a year to Cisco Technical Assistance Center (TAC):** With a reputation of being among the most skilled in the industry, Cisco engineers and certified partners have extensive training in diagnosing and resolving Cisco TelePresence application software issues.
- **Software updates, including both minor and major releases:** Ongoing operating system (OS) and application software maintenance to keep you current with the latest application features and functionality.
- **Extensive self-help support through Cisco.com knowledge base, communities, resources, and tools:** Unlimited access to the Cisco.com knowledge base, with extensive online tools and resources to help your organization build and expand in-house expertise and boost business agility. Cisco's online knowledge base provides a collection of resources to help in-house staff diagnose and resolve problems, stay current on rapidly changing technologies, and respond to changing business needs. Resources include Software Advisor, TAC Case Collection, My Tech Support, Output Interpreter, peer-to-peer online forms, social media, and the TAC newsletter.
- **Advance Hardware Replacement and Onsite Service:** Cisco TelePresence Essential Operate Service includes multiple hardware replacement options from next business day to onsite 4-hour replacement.

Table 1. TelePresence Essential Operate Service Deliverables

Cisco TAC Support	Cisco OS and Application Software Updates and Upgrades	Cisco.com Knowledge Base and Tools	Advance Hardware Replacement
24x7x365 telephone and remote access	Ongoing updates and upgrades within the licensed feature set	24x7x365 full access to extensive resources	<ul style="list-style-type: none"> • 24x7x4 • 8x5x4 • 8x5xNBD (next business day) • 24x7x4 onsite hardware replacement • 8x5x4 onsite hardware replacement • 8x5xNBD onsite hardware replacement

Increase Your Business Value and Return on Investment

The Cisco TelePresence Essential Operate Service allows organizations to fully realize the cost savings and business agility benefits of Cisco TelePresence technology by delivering a consistent, high-quality meeting experience and lets in-house IT staff focus on their core business instead of Cisco TelePresence technology. This essential suite of services protects organizations against downtime caused by hardware and software issues and provides the assistance and expertise to keep state-of-the-art Cisco TelePresence solutions running smoothly.

The Cisco TelePresence Essential Operate Service helps organizations:

- Avoid costly operational delays, service interruptions, and system downtime through access to dedicated Cisco TelePresence support tools, processes, and expertise
- Improve the performance and availability of the Cisco TelePresence solution to better meet business requirements
- Enhance in-house expertise and training with access to online tools, knowledge base, and technical resources

Increase Your Network's Business Value and Return on Investment

Using the Cisco Services Lifecycle approach, Cisco, together with our partners, provides 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 TelePresence Essential Operate Services are available globally and might vary by region. They can be ordered directly through your Cisco account manager or through our global network of certified partners. Find a partner near you using the Cisco Partner Locator at www.cisco.com/go/partnerlocator. To manage your services ordering and contract management online, visit www.cisco.com/go/servicesordering.

Why Cisco Services

Realize the full business value of your technology investments with smart, personalized services from Cisco together with our partners. Backed by deep networking expertise and a broad ecosystem of partners, Cisco Services enable you to successfully plan, build, and manage your network as a powerful business platform. Whether you are looking to quickly seize new opportunities to meet rising customer expectations, improve operational efficiency to lower costs, mitigate risk, or accelerate growth, we have a service that can help you.

For More Information

For more information about the Cisco TelePresence Essential Operate Service or other Cisco services, visit www.cisco.com/web/services/portfolio/product-technical-support/index.html or contact your Cisco services account manager or Cisco certified partner.



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