

Enable the integration of key collaboration capabilities on a single, secure platform.

Cisco WebEx Planning, Design and Implementation Service
Service Data Sheet



Realize the full value of your collaboration investment with smart, personalized services from Cisco and our partners.

Challenge

For many companies, increasing revenues while decreasing costs is a significant business challenge, especially when stakeholders are distributed around the world. Yet companies need to improve their communication and collaboration, and the speed with which they are done, regardless of where their employees, customers, partners, and vendors are located. However, with tight budgets, the high costs associated with travel often make face-to-face meetings impractical.

Solution

To meet these objectives, innovative companies are using new technologies to improve communication and collaboration between constituents in multiple geographical locations. Web collaboration delivered as software as a service (SaaS), combined with an effective implementation process, saves the cost of travel and hotels, while increasing the speed at which business is done.

In a variety of primary areas such as sales, marketing, and customer service, integrated web collaboration applications, combined with an effective implementation process, is boosting business efficiency, lowering costs, and increasing collaboration.

With highly effective communication and interaction tools that are critical to helping you remain competitive, Cisco® Services and our certified partners make it easy for you to get started and even easier to scale throughout your various operations, with minimal effect on IT or internal operations.

Our experts will provide your organization with the guidance and technical resources necessary to make sure of a rapid implementation that meets your business, security, and compliance requirements. To realize productivity gains in the shortest time frame, we recommend a phased deployment.

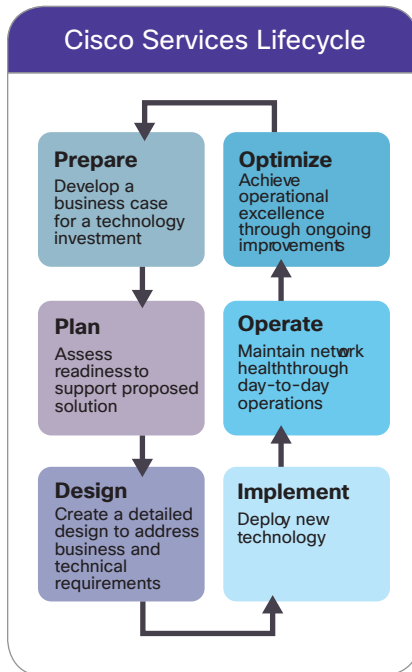
Table 1 shows Cisco WebEx Planning, Design and Implementation activities and service examples.

Activity	Services
Project management	<ul style="list-style-type: none"> • Project management plan (PMI RUP standards based) • Communications plan • Change management process/log • Action/issue/risk logs • Integrated MS project schedule • Status/progress report
Technical/engineering support	<ul style="list-style-type: none"> • Security review • Technical requirements document (user management, authentication, policy, CUCI integration) • Design document • Technical implementation/QA plan • Client configuration/user setup
Training/adoption support	<ul style="list-style-type: none"> • User communication plan • Administration training/support • Tier 1 technical support training • User training • 30-day adoption monitoring

Cisco WebEx Planning, Design and Implementation Service Promotes Faster Collaboration Results

See faster results by using Cisco WebEx® Collaboration Planning, Design and Implementation Service's expert help, exclusive lifecycle methodology, and best practices experience to design, deliver, and implement a collaboration strategy customized to your organization's needs. We employ a proven engagement model to make sure of alignment and coordination between your organization and our project management team throughout the life of the project:

- **Prepare:** Gain visibility across the entire spectrum of your current applications and business processes. We'll help you evaluate and qualify options before committing to a specific solution.



- **Plan:** Assess your business and technical requirements. We'll help you scope out the effects of our platform across your enterprise and then determine the best way to use our collaboration technology.
- **Design:** We'll help you translate your business goals and technical requirements into a unified communications and collaboration vision. We'll provide a blueprint that supports your technical infrastructure and virtual communications design objectives.
- **Implement:** Count on us to help you deploy your collaboration solution. Together we'll determine which plan best meets your requirements so you can be assured that you're implementing a virtual technologies solution that supports your business programs and initiatives.

Benefits

- Simplify communication across your enterprise—even outside the firewall
- Support a large number of hosts with directory integration or single sign on
- Free up your resources and rely on our professionals to accelerate implementation

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. It's a network that 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 about Cisco WebEx Collaboration Planning, Design and Implementation Service or other Cisco Services, visit www.cisco.com/en/US/products/ps10961/serv_group_home.html or contact your local Cisco account manager.

Cisco services. smarter *together*

