

SERVICE OVERVIEW

This is a fixed engagement that defines a Cisco Collaboration Solution Proof of Value (POV). The primary focus of this POV will be the Mobile and Remote Access (MRA) capabilities of such a solution. This can be done remotely with NterOne equipment or done on-site with customer equipment. We will demonstrate the value of Cisco MRA as it relates to the Jabber client application and its interaction with desktop phones, robust web conferencing capabilities at the click of a button and the ease of use and launch of the Jabber Collaboration application.

Services based on the contents of Cisco's Collaboration Mobile and Remote Access that includes:

- (1) Cisco Unified Communications Manager (CUCM) Appliance
- (1) Cisco Unified Instant Messaging and Presence (CUCM/IM&P) Status Appliance
- (1) Cisco Unified Expressway Edge (E) and Core (C) Virtual Appliances
- (1) Cisco Jabber desktop/laptop client

The POV demonstration will cover the following areas of the Collaboration suite of applications, appliances and clients. The delivery will provide information on the value of using Cisco Collaboration both in the office as well as the primary focus of a more remote workforce.

- Ease of provisioning the Jabber client, installation and launch.
- Function and efficiency of the Expressway virtual machine and their role in the support of the remote clients.
- Leveraging the Real Time Monitoring Tool (RTMT) within this collaboration ecosystem as well as the Jabber client interface troubleshooting and visibility capabilities.
- Function of the Domain Naming System functionality to support these remote clients and users.
- Ease of use of the Jabber client moving from the corporate office to the home office or other remote locations.
- Clients and other endpoints supported with MRA:
 - Jabber Clients
 - Cisco IP Phone 7800 Series (desk phones)
 - Cisco IP Conference Phone 7832
 - Cisco IP Phone 8800 Series (desk phones)
 - Cisco IP Conference Phone 8832
- MRA allows Jabber clients that are outside the enterprise to do the following:
 - Use Instant Messaging and Presence Services
 - Make voice and video calls
 - Search the corporate directory
 - Share content
 - Launch a web conference
 - Access visual voicemail
- Apple Push Notification Support (APNS):

Because the Apple ecosystem doesn't allow the connected state of a SIP session during idle times due to Apple terminating the VoIP Background Mode that allows Jabber iOS to keep a SIP session open even when the app is running in the background. Push Notifications allow Unified CM to tell Jabber about incoming calls and messages. Then Jabber can reconnect to Unified CM to retrieve the message or answer the call. Jabber uses the new self-describing token feature to help it to do this quickly.

WHY NTERONE:

NTERONE ENGINEERS HAVE DELIVERED MANY DEPLOYMENTS, WITH CONSISTENTLY HIGH CUSTOMER SATISFACTION SCORES ACROSS ALL OF CISCO'S ARCHITECTURAL SOLUTIONS. NTERONE'S 9-STEP PROFESSIONAL BLUEPRINT IS THE METHODOLOGY USED TO DRIVE SUCCESSFUL PROJECTS TO COMPLETION. NTERONE IS A CISCO MINT AND DSI PARTNER AND A PLATINUM LEARNING PARTNER ENGAGED WITH DRIVING CISCO LEARNING AND DEPLOYMENT SERVICES FOR HIGHLY INTEGRATED SOLUTIONS.

WHAT YOU GET

- Up to 3-days of POV remote support
- Whiteboard design session with Collaboration and Voice Subject Matter Expert (SME) including knowledge transfer throughout the project on topics related to the proposed network design, configuration, and management concerns.
- Day 2 operations discussion