

# Take the Guesswork Out of Your UC Deployment

## Centralized Management for Enhanced Visibility and Accelerated UC Deployments

Ensure key performance objectives for availability, quality, security, and capacity are achieved during your next unified communications (UC) project. The Unified Communications Deployment Verification Service focuses on the implementation of Riverbed® SteelCentral™ UCExpert, a best-in-class UC management application, as well as the associated methodologies and processes for all critical phases of your UC deployment.

The service provides comprehensive configuration analysis and reporting, automated testing, remote device control for advanced testing and troubleshooting, and system/call performance analysis and reporting.

During your engagement, a consultant from Riverbed Professional Services (RPS) works closely with your project team to accelerate your UC deployment and deliver the expected results. The RPS consultant can also work with your engineering and operations groups to demonstrate the SteelCentral UCExpert functionality that will enhance your ability to manage your UC system.

## Key Service Benefits

- Save up to 50 percent on UC deployment projects
- Eliminate business-impacting issues through comprehensive verification of all UC components
- Reduce travel time and expenses by up to 40 to 60 percent through a centralized deployment model
- Accelerate root cause diagnosis for performance problems by up to 60 to 80 percent
- Ensure a smooth transition for management of cutover sites

---

## Service Overview

Upon completing a pre-engagement checklist and identifying a start date, the assigned Riverbed project manager and consultant will perform the following tasks for project engagement and execution.

### Phase 1: Analyze

- Review deployment schedule, as well as customer's technology and business requirements
- Define communication plan and contacts for questions, issues, and assistance

### Phase 2: Design

- Manage all tasks related to the installation, configuration, and activation of SteelCentral UCExpert
- Ensure all connectivity requirements are configured and communication to all UC system ports is available
- Configure all UC systems required for project support
- Review all verification tasks with project team to determine best integration approach
- Review project terminologies to align verification tasks with project communication plan
- Provide verification tasks, deliverables, and communication plan for integration into project cadence
- Provide and review sample deliverables with project team to determine proper information dissemination
- Determine space requirements for back-end database

### Phase 3: Enable

- Participate in the project's pilot phase
- Modify verification plan, processes, or communication plan as required
- Provide input, feedback, and suggestions and participate in post-pilot phase review meeting

### Phase 4: Operate

Perform all project verification tasks based on the approved schedule:

- Pre deployment: configuration analysis
- Deployment: phone registration/firmware verification
- Post deployment: site, phone, and user operational readiness testing; problem documentation, troubleshooting, and remediation verification
- Final acceptance: final configuration analysis and reports; final site verification test results
- Initial business day call performance: analyze call performance for newly deployed sites

## Phase 5: Evolve

RPS will provide weekly deployment project management reports that provide visibility into deployed/active sites, phones, system and call performance, voice quality, call completion rate, and underutilized phones.

---

### Scope and Pricing

The UC Deployment Verification Service is a packaged offering that is delivered remotely. Pricing is based on the number of sites, phones, and deployment events.

For pricing information, please contact your Riverbed Professional Services sales representative or send your inquiry to [proserve@riverbed.com](mailto:proserve@riverbed.com).

Learn more about our other Professional Services offerings at [www.riverbed.com/services-training](http://www.riverbed.com/services-training).

### Related services

**Unified Communications Assessment** optimizes the performance of your UC system through a comprehensive analysis that provides actionable recommendations for improving resource utilization, reducing costs, and making more informed decisions regarding daily management.

**SteelCentral UCExpert Implementation Service** helps you quickly realize the benefits of SteelCentral UCExpert by ensuring all solution components are tightly integrated to your UC system through comprehensive product installation, configuration, training, and knowledge transfer.

---

## About Riverbed

Riverbed, at more than \$1 billion in annual revenue, is the leader in application performance infrastructure, delivering the most complete platform for the hybrid enterprise to ensure applications perform as expected, data is always available when needed, and performance issues can be proactively detected and resolved before impacting business performance. Riverbed enables hybrid enterprises to transform application performance into a competitive advantage by maximizing employee productivity and leveraging IT to create new forms of operational agility. Riverbed's 26,000+ customers include 97% of the *Fortune* 100 and 98% of the *Forbes* Global 100. Learn more at [riverbed.com/services-training](http://riverbed.com/services-training).

The Riverbed logo consists of the word "riverbed" in a lowercase, bold, sans-serif font. The letters are a vibrant orange color.