

Take Control of Your Unified Communications Environment

Get the expected performance and business benefits from your unified communications environment

Managing today's unified communications (UC) environment can be challenging and costly. Lack of understanding of end user needs and poor visibility into the UC utilization and performance can result in unnecessary expansion.

Gain visibility and insight into your UC environment with the Unified Communications Audit Service for Cisco Environments. Using the Riverbed® SteelCentral™ UCExpert solution, the service collects utilization, performance and configuration information to perform a comprehensive audit of your Cisco UC environment including inventory, device/user utilization, call performance, and business value analysis.

Key Service Benefits

- Reduction of UC expenses through the removal/reallocation of underutilized end-points
- Improve UC operations with accurate, up-to-date inventory, performance, and configuration reports
- Accelerate and improve UC environment planning activities to better support evolving business demands

Based on the results of the service, Riverbed Professional Services (RPS) can include recommendations for cost reduction, performance optimization, and best practices for improving your UC network operations.

Engage RPS for the Unified Communications Audit Service for Cisco Environments to achieve the following outcomes:

- Improved end user and UC environment performance
- Identification of cost reduction and device utilization optimization
- Performance and implementation baseline to reduce risk for planned transformation projects
- Relevant recommendations to improve UC environment operations

Service Overview

RPS leverages proven, repeatable methodologies based on best practices to ensure consistent and positive outcomes. The Unified Communications Audit Service for Cisco Environments is delivered through the following phases:

Phase 1: Plan

Lay the foundation for a successful engagement by reviewing requirements, collecting information pertaining to the environment, and designing a solution to best serve data collection and analysis needs.

Phase 2: Collect

Instrument the environment with the required Riverbed solutions, and validate data collection for recommended visibility.

Phase 3: Analyze

Analyze data from the deployed Riverbed solutions, extracting information to identify key findings based on engagement objectives.

Phase 4: Report

Create and deliver the final report, detailing the findings and recommendations to help achieve desired outcomes.

Unified Communications Audit Service for Cisco Environments

To provide added flexibility when addressing unique customer requirements and desired business outcomes, three different packages of the Unified Communications Audit Service for Cisco Environments are available: Starter, Standard, and Advanced. All service packages include an audit of up to 5,000 end-points managed by Cisco Unified Communications Manager. The following table identifies the service features included in each phase and highlights the differences between each package. Service features identified in the table below are further described in the [Service Feature Definitions](#) section of this document.

Service Phase	Service Feature	Starter Service	Standard Service	Advanced Service
Phase 1: Plan	Audit Planning	✓	✓	✓
Phase 2: Collect	Solution Instrumentation	✓	✓	✓
	Data Collection	✓	✓	✓
	Data Validation	✓	✓	✓
Phase 3: Analyze	UC Device Inventory	✓	✓	✓
	UC Device Utilization Audit	✓	✓	✓
	UC Network Route Device and Pattern Audit		✓	✓
	UC End User, Site, and Device Call Performance Audit		✓	✓
	UC System Configuration Best Practice Audit			✓
	UC System Configuration Change Audit			✓
	Business Value Analysis			✓
Phase 4: Report	Statement of Findings	✓	✓	✓
	Recommendations		✓	✓
	Business Value Analysis Report			✓

Products

The following table identifies which Riverbed products are required for each service package. Product usage for packaged services are available if the necessary Riverbed products (as defined by RPS) are not available for use. Please contact your Riverbed Professional Services sales representative at proserve@riverbed.com for more information about Riverbed product usage options. Please refer to the product requirements documentation on the Riverbed Support Site for details regarding the third-party products supported by each Riverbed solution.

Service	Applicable Products
Unified Communications Audit Service for Cisco Environments	<ul style="list-style-type: none"> SteelCentral UCExpert Enterprise Phone License

Service Feature Definitions

Service Feature	Definition
Audit Planning	Review business and technical requirements and plan high-level activities required to accomplish the audit. Includes preliminary network architecture review and solution deployment design.
Solution Instrumentation	Install and configure associated Riverbed solutions to meet audit requirements. Perform instrumentation review if solutions are pre-deployed.
Data Collection	Implement call detail record, UC system performance, and UC system configuration data collection for up to 5,000 end-points managed by Cisco Unified Communications Manager.
Data Validation	Validate collected data for completeness versus audit plan and population of SteelCentral UCExpert dashboards. Configure scheduled tasks for data report generation and distribution.
UC Device Inventory	Inventory of UC system device types (phones, softphones, gateways, trunks, analog phones, MGCP FXS/FXO).
UC Device Utilization Audit	Analyze utilization of end-points based on 30 days of performance data by device type, users, sites, and Lines of Business (LOB) for underutilized and unutilized devices.
UC Network Route Device and Pattern Audit	Analyze gateways and trunks and route patterns based on network services, sites, calling search spaces, and partitions.
UC End User, Site, and Device Call Performance Audit	Analyze call performance based on 30 days of performance data by end users, sites, and device types. Areas of focus include call failure, voice quality, and completion analysis of high, median and low call performance.
UC System Configuration Best Practice Audit	Analyze configurations based on industry standard and best practices. Areas of focus include out-of-service devices, device phone/network settings, route/translation patterns, and site configurations.
UC System Configuration Change Audit	Analyze configuration changes based on 30 days of configuration data collection. Areas of focus include phone, directory number, route plan, route device, system, and service parameter changes.
Business Value Analysis	Analyze UC services to determine areas of performance improvement and cost optimization, end-point and routing device utilization to determine cost reduction and reallocation of resources for service improvement, and adoption and utilization alignment with business objectives.
Statement of Findings	Document including collated list of findings from the various analysis service features included with the applicable service package.
Recommendations	Recommendations for potential issue remediation, UC environment improvements, and cost/expense reduction based on analysis and findings.
Business Value Analysis Report	Report on the value and ROI approximation obtained from the Business Value Analysis using supporting data from the application performance output.

Scope

The Unified Communications Audit Service for Cisco Environments is delivered remotely unless applicable Travel & Expenses (T&E) are purchased separately. Data collection for this service will be performed over 30 consecutive days. The service is expected to be completed within three months of purchase unless otherwise specified in the Agreement. This service does not include any Riverbed or third-party products. All Riverbed products or product usage, as applicable, must be purchased separately. Riverbed products the customer currently owns may be used; otherwise, RPS will provide the appropriate Riverbed products if the customer purchases the applicable product usage services.

Invoicing and Pricing

- For pricing information, or to create a customized engagement, please contact your Riverbed Professional Services sales representative or send your inquiry to proserve@riverbed.com.
- The services described herein will be delivered in phases as set forth in this document.
- Fees may be invoiced upon completion of each phase. Fees for each phase may be invoiced in equal amounts based on the total amount of fees divided by the total number of phases. Fees for product usage bundles may be invoiced upon Riverbed's acceptance of the applicable order.
- If you are purchasing directly from Riverbed, additional terms and conditions applicable to invoicing and payments are set forth in the Agreement. If you are purchasing through an authorized Riverbed channel partner, please contact your channel partner representative for details on invoicing, payment, and fees.
- All Professional Services provided by Riverbed are subject to the applicable terms and conditions available at www.riverbed.com/termsandconditions/professionalservices (if you are a Riverbed customer) or at www.riverbed.com/partnerprofessionalserviceterms (if you are an authorized Riverbed channel partner) ("**Agreement**"). If you have a separate mutually signed agreement with Riverbed that expressly covers the sale of Professional Services, that agreement will govern your purchase of Professional Services, provided that in the event of a conflict between that agreement and the Agreement, the Agreement will control solely with respect to the Professional Services set forth in this Brochure.

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.

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