

Managed Services

For Cisco UCM Cloud

Logicalis has partnered with Cisco to provide hosted, unified communications as a service through the Cisco Unified Communications Manager (UCM) Cloud solution.

Logicalis Managed Services enables you to focus on your core business while we attend to your IT infrastructure and provide high levels of operational maturity. It's a proven, cost-effective way to manage your IT operations and deliver higher service levels to your organization. We provide the platform, people, and processes that deliver an experience that enables you to advance your digital transformation.

Logicalis has partnered with Cisco to provide hosted, unified communications as a service through the Cisco Unified Communications Manager (UCM) Cloud solution. Logicalis and Cisco work together to design and implement a solution that best fits the customer's needs. Once complete, the solution is handed over to our managed services team.

This managed service solution is comprised of two elements:

- Fully hosted call-processing capabilities for voice, video, messaging, meetings, and mobility solutions with the features and benefits of Cisco IP phones, mobile devices, desktop clients, and mobile remote access.
- Single point of contact for support of the UCM Cloud solution, including operations, configuration, maintenance, monitoring, and optimization.

Logicalis and Cisco work together to provide this hosted solution; therefore, a managed service contract must be included, which can be set up either as monitored, allowing customers to handle their own moves, adds, and changes, or as fully managed.

Managed – Logicalis will handle all aspects of operations for customer solutions, including alert response, Moves, adds, changes, deletes, advanced administration, escalation to Cisco, troubleshooting, and maintenance.

Monitored – The customer is responsible for basic administration, including alert response, Moves, adds, changes, deletes, and minor configuration changes; others will escalate to Logicalis to work with Cisco for advanced administration, troubleshooting, and maintenance.

NOTE: The monitored service is designed for customers that have previous experience with Cisco UCM and wish to continue managing the system through their own IT staff.

To provide a reliable connection to the Cisco UCM Cloud service, Logicalis will monitor and report on the data connections to the Cisco cloud, communicate any Cisco-reported incidents regarding the cloud service, relay information regarding patches and upgrades that are scheduled by Cisco, and assist in opening and managing any trouble tickets related to the cloud service.

Supported Applications:

- Cisco Unified Communications Manager
- Cisco Unity Connection
- Cisco Unified IM & Presence
- Cisco Emergency Responder
- Cisco Expressway-C Virtual Edition
- Cisco Expressway-E Virtual Edition
- Cisco Unified Attendant Console

Event Management:

Remote infrastructure monitoring is provided by the Logicalis Optimal™ Management Platform, using the following severity levels as a guide for event classification:

High – Service, system, or major feature unavailable

Medium – Service, system, or major feature degraded

Low – Minor feature degraded or unavailable

The events monitored for under this service offering are as follows:

- Cisco UCM Cloud application status
- Cisco UCM Cloud data center status
- Connection status between Cisco and Logicalis
- Critical services: CUC, CUCM, IM&P, CER
- Customer connection to Cisco UCM Cloud service status
- Data center capacity

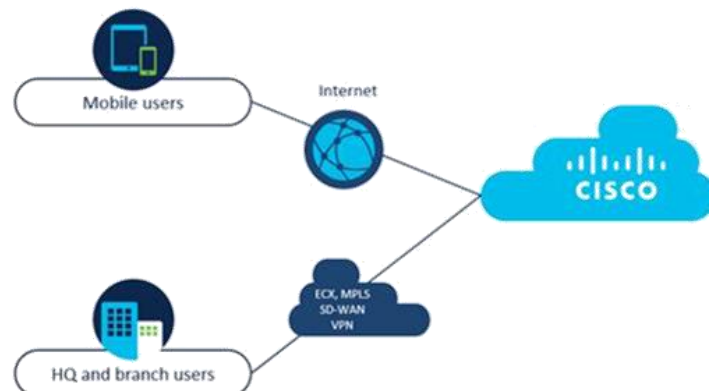
Reports:

The following reports are available on demand through the Logicalis Optimal™ Management Platform:

Cisco Unified Reporting – Advanced reporting and analytics via Cisco Unified Reporting for Cisco Unified Communications Manager and IM and Presence Service

Cisco Webex User Reports – Optional reports that show the Webex capability for applicable users Provisioned users on UCM Cloud

Topology Map



Logicalis Managed Services Delivers

The Experience

- Culture focused on continuous quality and improvement
- Global portfolio of standardized services
- Single office of execution for all delivered services
- Consulting services with business alignment expertise
- Security expertise aligned to all services
- Vendor management and escalation included with service
- Quality improvement team experience in ITIL, Six Sigma and Scrum
- Service performance intelligence to help monitor the quality of services

Enterprise Quality Management and Monitoring

- Over 20 years of maturity, with a comprehensive, global portfolio of services
- Mature IT service management (ITSM) and automation
- Established ITSM processes for CMDB, incident, problem, change, knowledge, request and service catalog
- Advanced processes for optimized incident resolution
- Correlated and automated communications between alarms and tickets
- Multi-layered security protocols
- Platform, professional, managed and service desk offerings with integrated communications
- Multi-tier support structure with escalation features
- Advanced architecture with technology-based framework
- Service Level Agreements (SLA)
- SLA focused on target resolution times
- Financial penalties for missing SLAs
- Automated SLA assignment based on device impact and alarm urgency

Compliance

- HIPAA compliant
- PCI compliant
- SSAE18 SOC1 Type II/SOC2 Type II
- Provision of GDPR compliant services and consultancy

The Platform

- Service platform that delivers global consistency of services
- Auto-detection of actionable alarms vs. analytics alarms
- Comprehensive monitoring systems across all technologies
- Redundant systems and architecture to ensure availability of platform
- Secure password management and device access
- Skilled resources to research, develop, test, patch, maintain, upgrade releases of monitoring and ITSM software and underlying infrastructure
- Enterprise service bus with pre-built APIs for customer ticket integration
- Automated service activation – device discovery and onboarding

The Teams

- Dedicated service delivery teams
- Experienced IT resources and engineers spanning data center platforms
- 24x7x365 service teams at a tiered level of support system
- Dedicated resources for enhancing services and developing new services
- Operation centers in US, the UK, Brazil, Argentina, Germany, China, Singapore and Australia
- Service desk for your end users

What can we do for your organization?

Contact Logicalis to learn how we can help.

Visit

www.us.Logicalis.com

Call

866-456-4422