

# Vital™ Unified Communications as a Service

Powered by Cisco

Unleashing the Full Potential of Your Unified Communications Solution



## **Collaboration is key to your business success, but it's becoming more complex.**

There's nothing like rich, effortless collaboration to truly magnify the power of people in an organization. Today's increasingly dispersed organizations rely on communications and collaboration to power their most essential operations. However, as user and customer expectations rise, IT environments evolve, and work models change, you're facing new issues in delivering and managing effective collaboration.

Today's solutions – voice, video, IM, and presence – can be complex and cumbersome, creating real challenges. A recent Cisco survey of more than 1,000 enterprise IT decision makers from seven countries highlighted some of the top concerns<sup>1</sup>. These IT leaders face:

### **Increasing cost and complexity**

in delivering a secure, full-featured calling and collaboration solution that can support onsite, remote, and mobile workers

### **Disconnected calling experiences**

, where business applications and mobile devices are not integrated and in sync with the PBX or unified communications solution, leading to lost opportunities

### **Inadequate workforce mobility,**

where executives, salespeople, and specialists lack the ability to reliably connect while on the go, negatively impacting responsiveness and productivity

<sup>1</sup>BroadSoft Cloud Collaboration Survey, 2017

To address these issues, many organizations are migrating to cloud-based communications platforms. What is driving the move toward cloud solutions? A February 2019 Gartner<sup>2</sup> review cited:

**Aging technology** as current PBX infrastructures reach end of life and new solutions are evaluated

**Corporate digital workplace initiatives** designed to enhance collaboration and boost productivity

**Cloud initiatives** driven by IT to unleash the potential flexibility, efficiency, business agility, and value that come with cloud infrastructure.

Cloud collaboration can give you real advantages in efficiency and agility, but managing cloud collaboration is not always simple. You need to consider the number of locations and the size of your installation. You may have issues customizing your enterprise solution to align with your business priorities. And the IT organization may not have access to the required skills to support your environment, at the scale you require. In a recent Gartner report, 64 percent of managers stated that they did not think their employees were able to keep pace with future skill needs.<sup>3</sup>

A managed service can enable you to realize the value of a cloud-based unified communications solution with minimal impact on business continuity or end-user disruptions. You should also expect a higher level of security, especially if your organization is migrating from a legacy environment that is complex and difficult to manage. The solution should offer increased flexibility and faster execution of changes and customizations. If you choose to retain components of your legacy infrastructure, the offering should provide the option of maximizing your ROI by continuing to use your existing endpoints, gateways, and integrations.



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<sup>2</sup> Gartner research discussion, 2019

<sup>3</sup> "Bridging the Skills Gap," Gartner, 2019

## Providing complete unified communications

Vital™ UCaaS Powered by Cisco provides a smooth transition path to cloud. It is hosted in CSPi Technology Solutions' established and trusted data centers nationwide. The flexible as-a-service model lets you consume only what you need and scale up when requirements change.

### Cisco UCM components

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#### **Cisco Unified Communications Manager**

Cisco Unified Communications Manager is the heart of Cisco collaboration services, enabling session and call control for video, voice, messaging, mobility, instant messaging, and presence. It lets you bring people together anytime, anywhere, and on any device.

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#### **Cisco Unity Connection**

Cisco Unity Connection lets people access and manage messages from an email inbox, web browser, Cisco Jabber, Cisco unified IP phone, smartphone, or tablet. It also provides flexible message access and delivery format options, including support for voice commands, speech-to-text transcription, and even video greetings.

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#### **Cisco Jabber**

Cisco Jabber® delivers instant messaging, voice and video calls, voice messaging, desktop sharing, conferencing, and presence. It lets you find the right people, see whether and how they're available, and collaborate more effectively.

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#### **Cisco Webex Teams**

Cisco Webex Teams™ is a team messaging and meetings service that keeps people and teamwork connected anytime, anywhere.

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#### **Cisco Unified Communications Mobile and Remote Access (MRA)**

Cisco MRA enables endpoints such as Cisco Jabber to gain the registration, call control, provisioning, messaging, and presence services provided by Cisco Unified Communications Manager, when the endpoint is outside the enterprise network.

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#### **Cisco Webex Meetings**

Webex Meetings offers integrated audio, video, and content sharing with highly secure web meetings from the Cisco Webex cloud. Cognitive Collaboration features, such as Webex Assistant and People Insights, bring artificial intelligence to automate meeting tasks.



## CSPi Technology Solutions' Cloud support for your private instance

Vital™ UCaaS provides the essential support you need for your private instance. CSPi Technology Solutions' delivers data center hosting and operations to support and manage your UC applications.

To help maximize business continuity, Vital™ UCaaS includes proactive monitoring and repair of core UCM applications for maximum availability. As well as software version life cycle management of your hosted UC applications to ensure you can always take advantage of the very latest capabilities.

## Enhancing unified communications management

Vital™ UCaaS Powered by Cisco helps you stay current with the latest communication and collaboration features, as well as address UC management and handle ongoing day-two support. Vital™ UCaaS helps maximize your UC investment by activating the full value of the Cisco UCM suite.

Expert managed operations minimize the need to attract and retain specialized talent while ensuring service quality, reliability, and security. We provide these benefits through process and best practices; Assess, Onboard, Day to Day Management, Proactive Monitoring, and Optimization.



## Putting the solution to work for collaboration outcomes

As a Premier Cisco partner, we have learned a great deal about working with customers to support their cloud-based unified communications environments. In our experience, most UC Cloud issues are customer premise or UC application misconfiguration issues. Of the incidents reported to Cisco, as many as 94 percent were either the result of application misconfiguration (43–59 percent), or the combination of customer premises equipment (CPE) and/or circuit issues (27–37 percent).

Vital™ Unified Communications as a Service, Powered by Cisco helps you address these issues by providing unified support for your UCM Cloud instance and your on-premises equipment. Our experts offer application configuration repair to help ensure your solution is fully aligned to your environment and working at its best. And if an issue does arise, we can help correlate incidents across your end-to-end domain to help you manage and mitigate problems and prevent future ones. For example, cross-domain troubleshooting in the cloud provides visibility and insight into end-user experience issues across all domains that are required for an optimal UC solution. We can examine UC, data center, networking, and security elements to spot inefficiencies, and minimize the time needed to resolve issues by pinpointing the source and context.

Unified Communications as a Service, Powered by Cisco includes:

**Problem management:** We proactively identify, analyze and resolve issues that could impact your service. Through the analysis of event and incident trends, we deliver actionable recommendations to reduce the incidence of future issues.

**Change management:** We ensure that updates to your UC solution are done without impacting performance. We handle and perform tasks such as planning and testing resulting from an incident, problem, or service request. We also coordinate and perform modifications to managed components and validate and prioritize requests based on urgency. Pre- and post-change “health checks” help ensure these updates are effective.

**Comprehensive certificate management and renewal:** We monitor and report on certificate expiration for Cisco UCM instances, orchestrate renewals, and schedule maintenance windows to minimize disruptions.

**Service-level management:** In addition to a set of strong service-level objectives (SLO), our offer provides a 99.95 percent call availability financially backed SLA wrapped around the CSPi Cloud.

**Access to insights, tools, and automation:** Unified Communications as a Service, Powered by Cisco UCM Cloud provides application and network management, security, and cloud technology expertise, insights, tools and automation to maximize your UC investment.

**Advanced reporting:** Unified Communications as a Service, Powered by Cisco provides insights into service quality and technical details with two report sets: a dashboard and on-demand technical reports. The dashboard provides insights into service quality and user adoption, including user groups, physical sites, and benchmarking related to your industry.



## Getting more from your unified communications investment

Today's collaboration solutions are a diverse mix of systems and components. With Vital™ Unified Communications as a Service, Powered by Cisco, we monitor and troubleshoot interoperability issues to external systems to resolve them faster. We also monitor and troubleshoot CPE issues.

Let's take a closer look at two examples of how Vital™ Unified Communications as a Service, Powered by Cisco lets you take full advantage of cloud capabilities while minimizing management burdens on your team.

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### Troubleshooting and remediating a dial plan configuration issue

Suppose somebody misconfigures your dial plan by accident and the problem is unknown to anyone. As a result, at your organization's headquarters, suddenly end users are unable to make local calls.

Without Vital™ Unified Communications as a Service, Powered by Cisco, your IT staff would be responsible for troubleshooting and remediation of the configuration issue.

With Vital™ Unified Communications as a Service, Powered by Cisco, CSPi provides expert troubleshooting and remediation for the issue no matter who misconfigured the dial plan. The following three steps illustrate a typical scenario:

- The end user encounters an issue and reports it to their IT service desk, which escalates the issue to CSPi Vital™ Managed Services.
- CSPi Vital Managed Services triages the configuration issue to assess what is happening and to provide guidance on how to fix the issue.
- Depending on the cause, CSPi Vital Managed Services would implement the fix or consult with you to determine how to approach the issue over the long term.

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### Failure of customer premises equipment

Suppose a router goes down at your organization's edge. If that happens, certain phones at a site would no longer be able to talk to the cloud data centers. The issue would cause phones to unregister. You would be responsible to monitor and manage that device (router) and detect the failure and cause of the connectivity issue, then remediate the issue.

Under Vital UCaaS, CSPi Managed services team is already managing the health and welfare of the cloud service shared infrastructure. Vital UCaaS, Powered by Cisco provides proactive and preemptive monitoring and management of customer premise devices that are connected to your dedicated UCM instance. This results in better end-to-end visibility, detecting, preventing and remediating issues before they affect service. It provides a better experience in terms of end-to-end service availability for users and more efficient operations for your organization. In the customer premise equipment failure scenario, we are on the hook to detect the failure, identify the cause, and help resolve the issue.

We also help triage and identify customer premises equipment integration points to third-party equipment, such as another PBX, calling systems, Microsoft Office 365, or other components.

## Conclusion

There's no question that effective collaboration is the cornerstone of innovation and business agility for organizations in every industry. With Vital Unified Communications as a Service, Powered by Cisco, you can empower your workforce with all the tools and capabilities they need for effective collaboration—at home, in the office, or on the go.



## For more information

For questions or additional information, Contact us now to speak with a CSPI Technology Solutions representatives for questions or additional information.

Visit our Vital UCaaS Powered by Cisco web page.

## About CSPI Technology Solutions

CSPI Technology Solutions a Cisco Premier Partner possesses the expertise and service scope – including Managed IT Services, Professional IT Services and Cloud Services to architect and manage a high-performance, highly available, and highly secure IT infrastructure for our clients. We specialize in Network Solutions; Wireless and Mobility; Unified Communications and Collaboration; Data Center Solutions; and Advanced Security.

We support the entire IT life cycle, benefiting our clients with rapid adoption of new technologies and time to market. For organizations that want the benefits of an IT department without the expensive cost, our catalog of Managed IT and Cloud Services providing 24×365 proactive support, is the perfect choice.

