SERVICE OVERVIEW

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
- (1) Cisco Jabber Smart Phone App (IOS/Android)

Perform the Cisco Collaboration installation and configuration for the following components:
- Complete installation and/or upgrade of the Collaboration application and appliance software (CUCM, IM&P, and client applications).
- Installation of virtual machines for Expressway C and E appliances on existing or new host.
- Installation and/or configuration of Catalyst switches and gateway routers/Service Provider connections.
- Deploy and configuration of Certificate Authorities (CA).
- Deploy and configure internal private DNS and updates to public DNS.
- Onboarding end user devices with appropriate clients and awareness training.
- In depth Network Device Health Monitoring and Troubleshooting
- In depth Client Device Health (wired or wireless) Monitoring and Troubleshooting
- In depth Application Health Monitoring and Troubleshooting
- Clients and 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.

WHAT YOU GET

- Up to 5-days of on-site or 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 training

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.