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Accelerate and Assure Collaboration Deployments with Cisco Prime Collaboration

BRKUCC-2670

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Agenda

- Introduction
  - Management Challenges
  - Unified Management
  - Packaging
- Solution Overview
  - Provisioning
  - Assurance
  - Analytics
- Takeaways
- References

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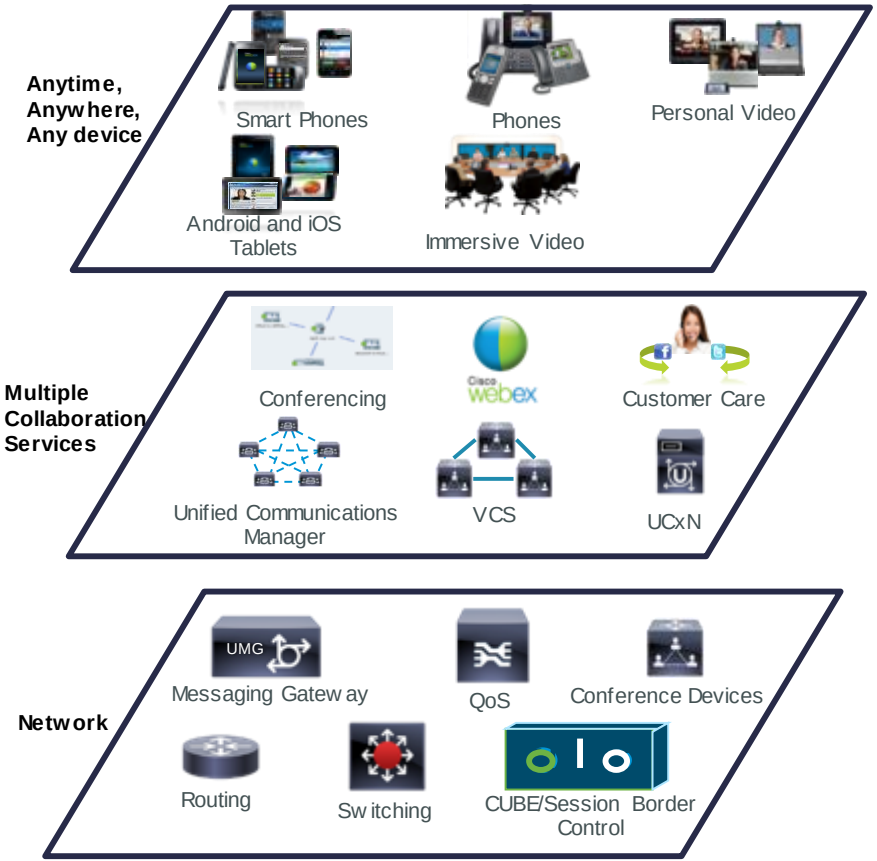
Collaboration IT Manager's Challenge



End-users demand

Quick service rollouts and changes request action

Highly reliable service: Anytime, Anywhere with Any device

Best quality voice and video experience

IT Managers are challenged with

- Diverse services and applications
- Continuous changes : new technologies, features and deployments
- Shortage of highly skilled IT staff to keep up with the change and to troubleshoot complex and converged network

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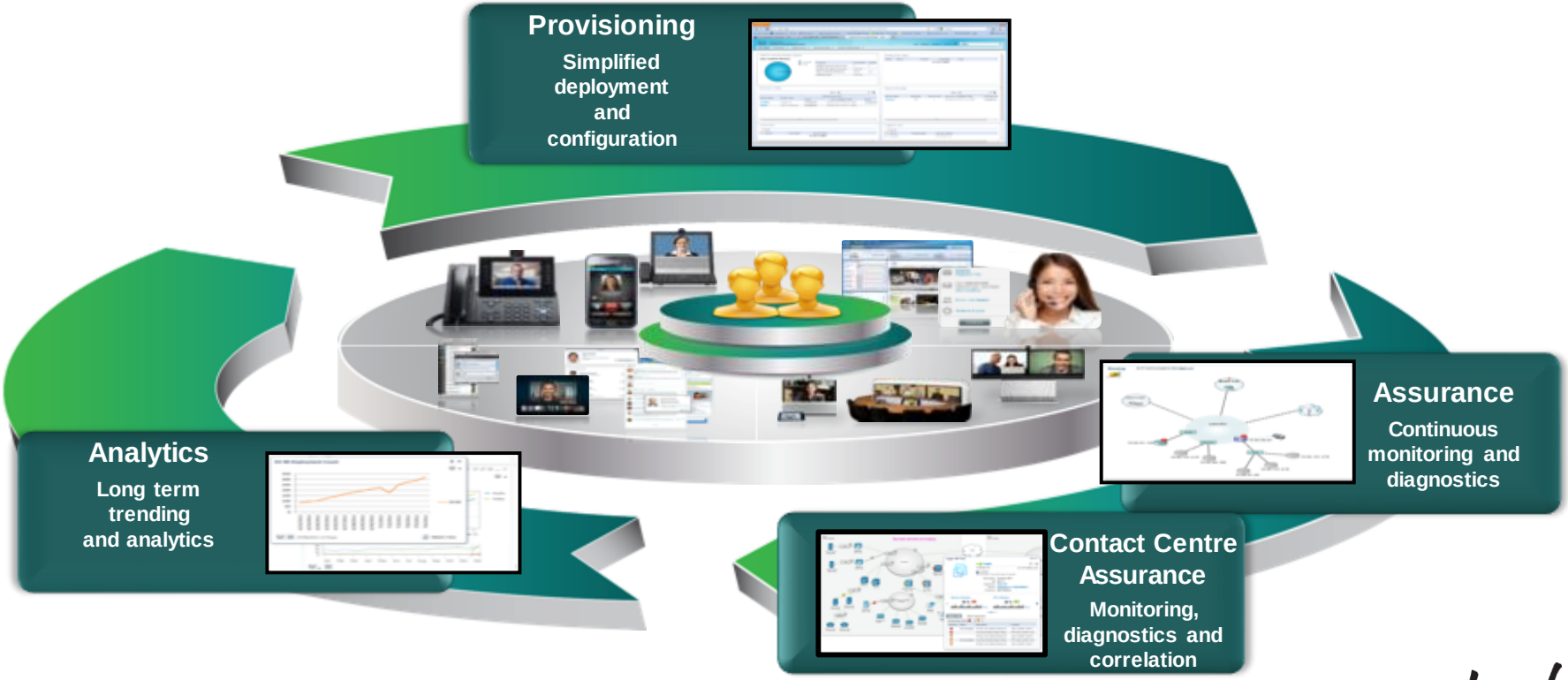
Cisco Prime Collaboration

Life-Cycle Management of Voice and Video Networks



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What is Unified Management

Unified Simplified Management of Voice and Video Networks

1. Consolidation of multiple tools into single management system

2. Cisco Prime Collaboration becomes “the management platform” with UC 10.0 and beyond

3. Cisco Prime Collaboration comes in two edition – **Standard** and **Advanced**

1. Inclusion of Prime Collaboration Standard with every UC 10.0 order – and Prime Collaboration Advanced is available for purchase

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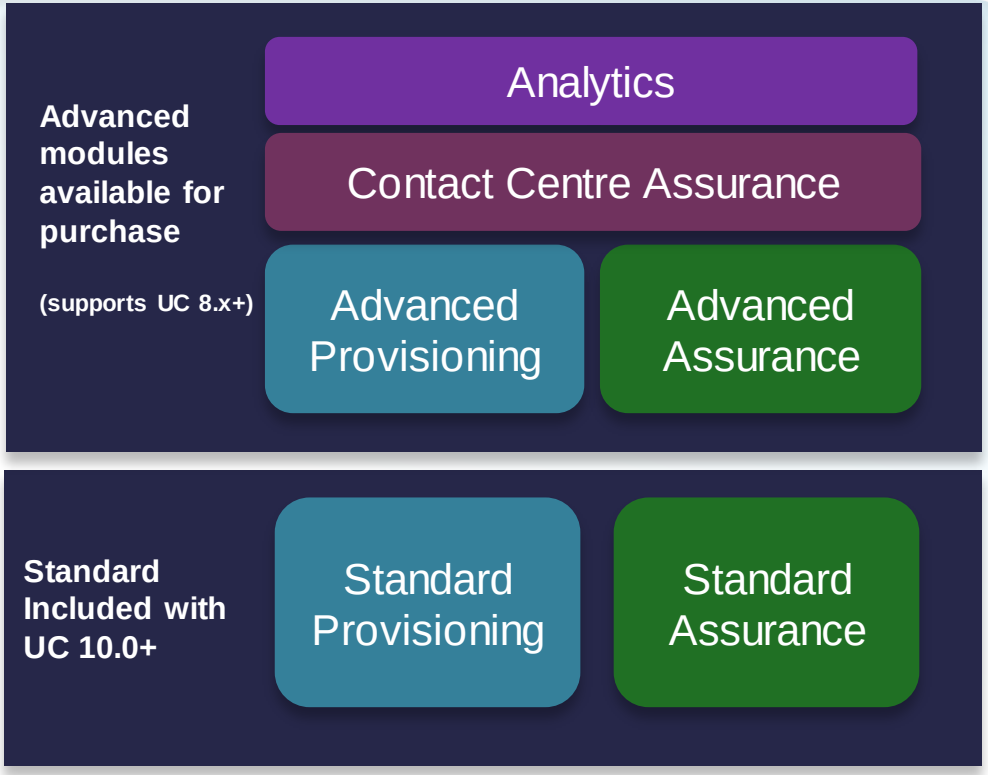
Packaging - Standard Included with UC 10.0+

- Cisco Prime™ Collaboration Standard is included with all Cisco® Unified Workspace Licensing and Cisco User Connect Licensing, and Cisco Prime Collaboration Advanced is available for upgrade.
- **Standard** is available and compatible only with Cisco Unified Communications 10.X. Advanced supports Cisco Unified Communications 8.0 through 10.X.
- **Standard** enables provisioning of all voice and video services purchased and fault monitoring across voice and video for a single cluster environment.
- **Advanced** is available for multicluster scale, additional automation, deeper diagnostic capabilities, and long-term reporting.



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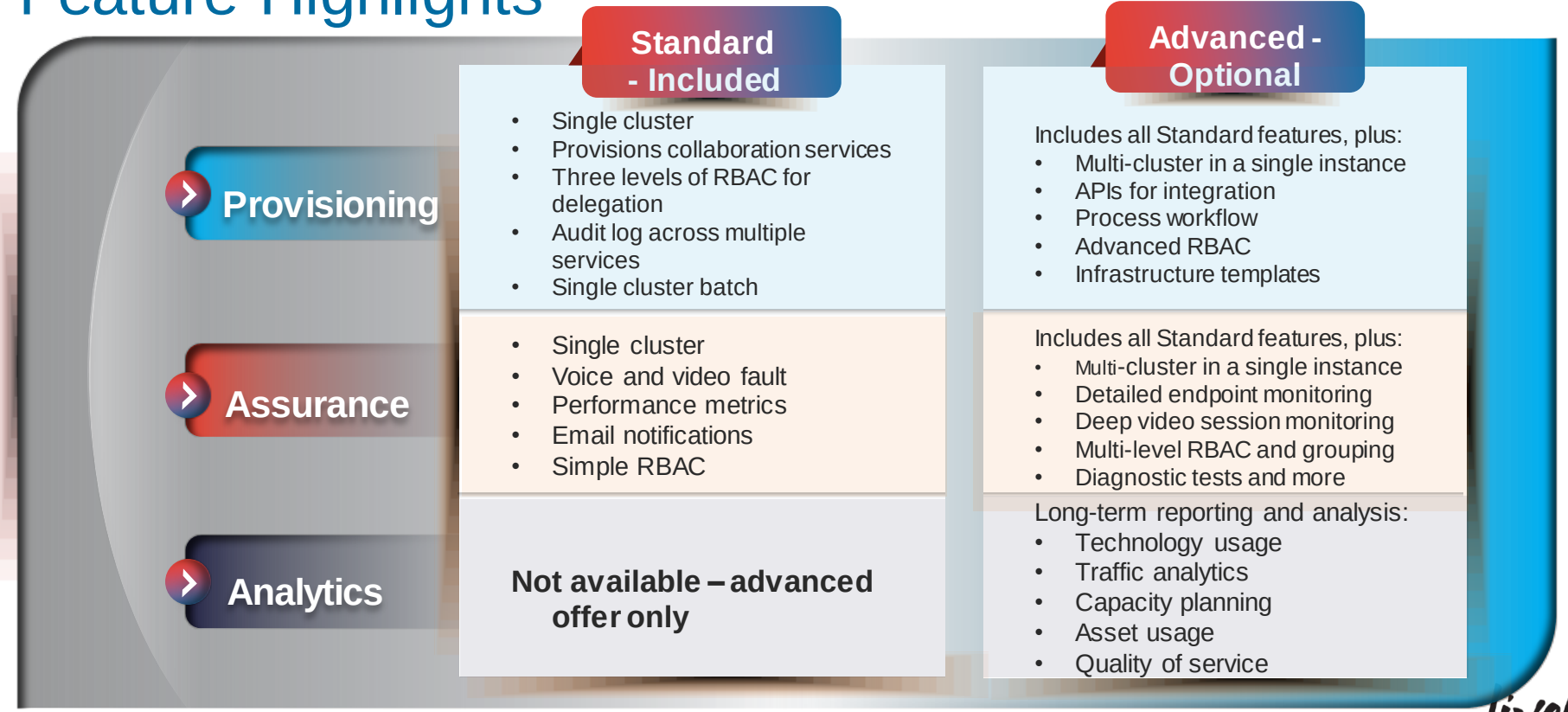
Cisco Prime Collaboration Standard and Advanced Feature Highlights



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Cisco Prime Collaboration Provisioning

Accelerate The Cisco Collaboration Deployments

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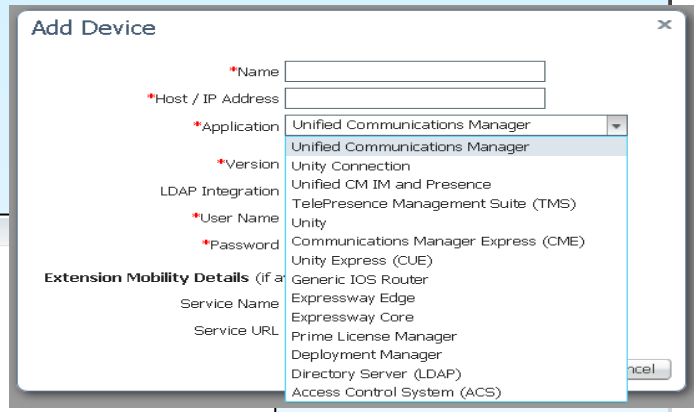
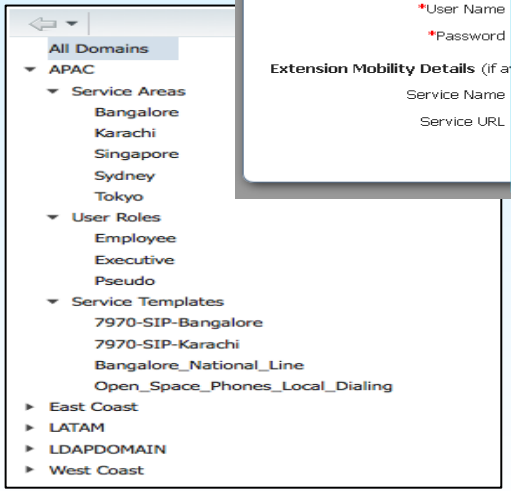
Design

Various Aspects of Design

- **User provisioning setup**
  - Domains
  - Service Areas (sites)
  - User Roles (policy)
  - Service Templates
  - Automatic Service Provisioning
- **Greenfield setup**
  - Getting Started Wizard
- **Infrastructure setup**
  - Add devices, media servers, routers, TMS,
  - LDAP servers, ACS servers etc.
  - Import discovered devices from Assurance
- **Brownfield setup**
  - Synchronise to an existing UC network





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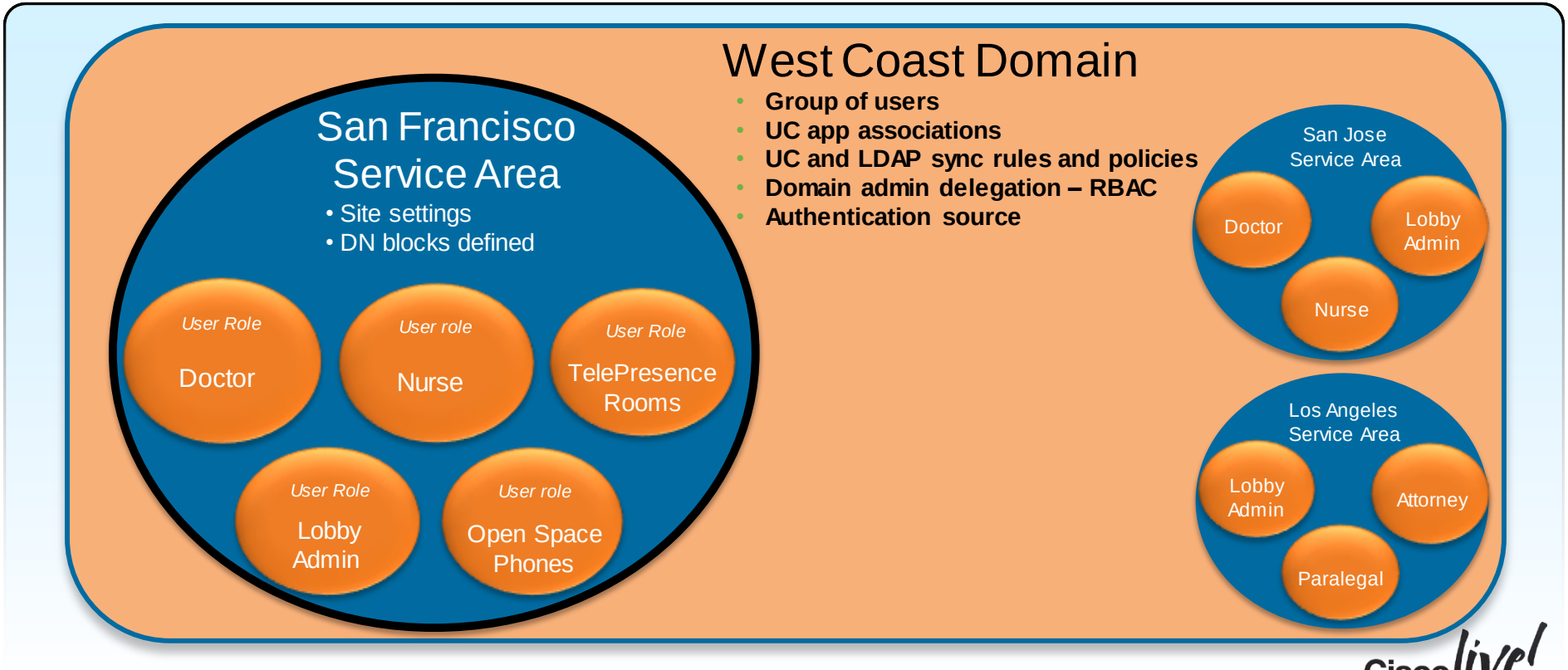
Provisioning Concepts

- ***Domain*** is a collection of users to be managed together and/or assigned to an administrator
- ***Service Area*** is a site or location
- ***User Role*** defines rules and policy for end user services



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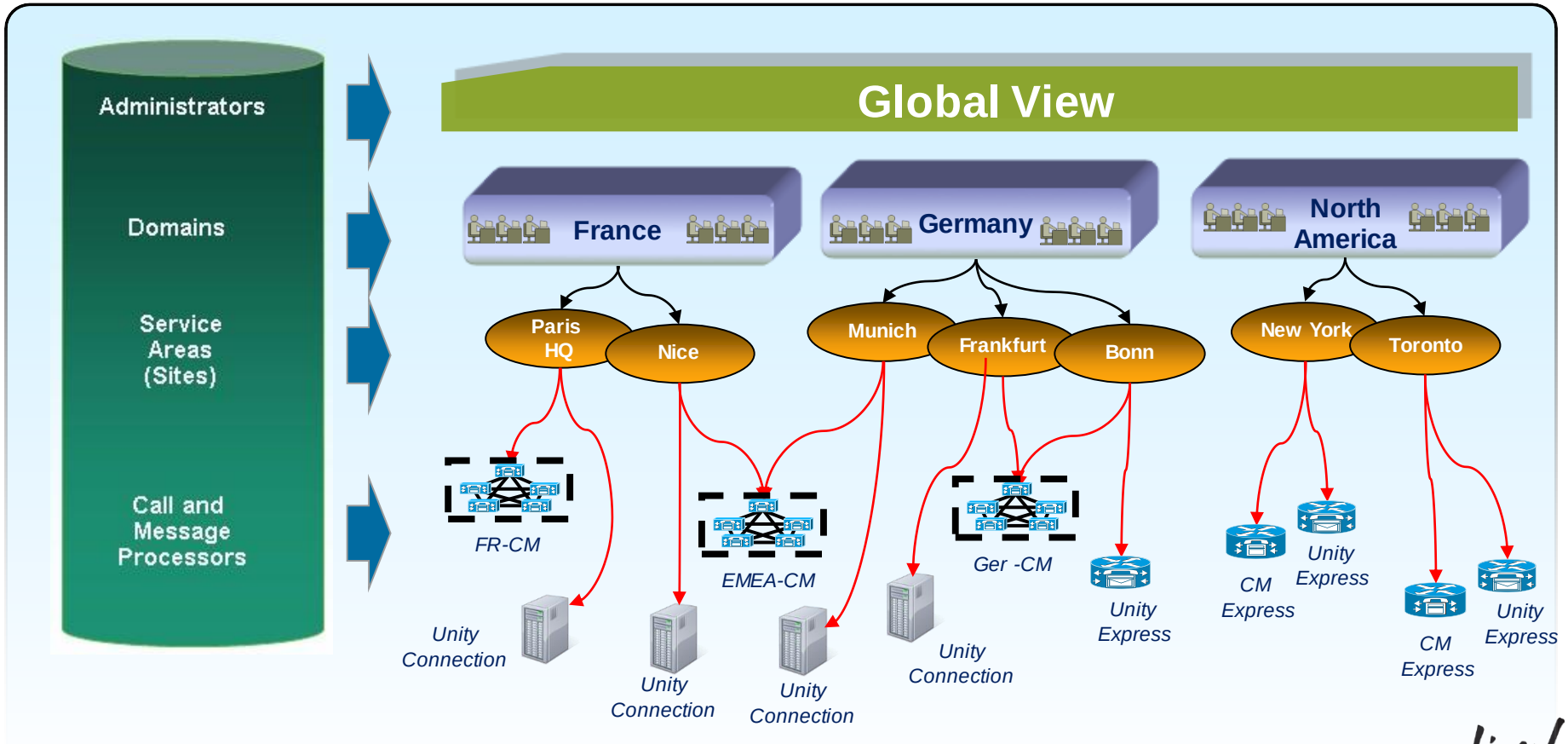
Mapping with the Collaboration Deployment



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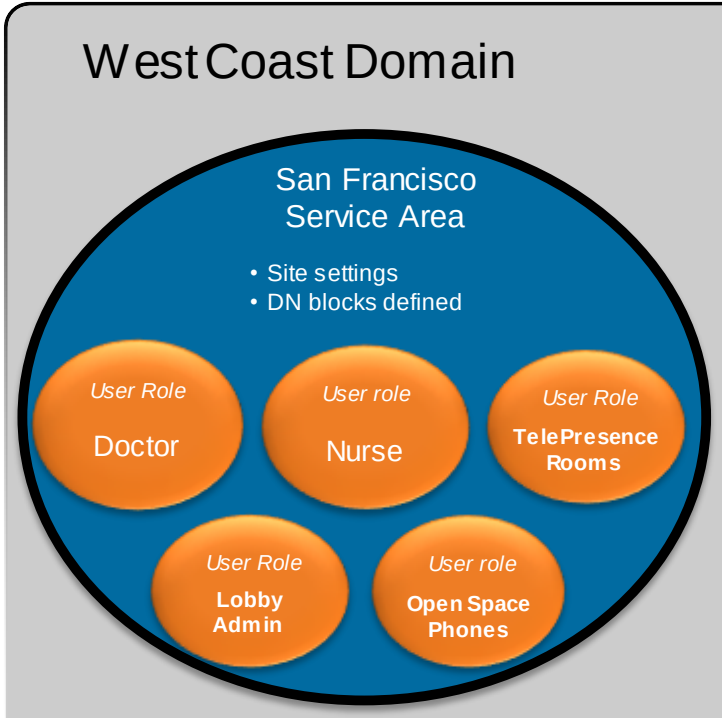
Service Templates

- Map to specific User Roles and Service Areas
- Defined service settings/attributes, selected and applied at order time
- Default templates applied if admin does not choose a custom one



Template	Maps To Role
EP_DX650	Doctor
EP_9971	Doctor, Nurse, Admin
EP_7821	Open Space and TP Room
EP_SX10	TP Room
VM_Enhanced	Doctor
VM_Standard	Nurse, Admin
SNR_Standard	Doctor, Nurse
Line_Standard_International CSS set to international Line labels set to first/last name	Doctor
Line_Standard_Long_Distance CSS set to long distance Line labels set to first/last name	Nurse, Admin
Line_Corp_Local CSS set to local Line labels set to company name	Open Space

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Keyword Support

- Significant improvement in provisioning line, endpoint and voicemail text/DN fields, in Service Templates, and during wizard based ordering
- Less info to enter when provisioning user services
- Consistent naming in display fields
- Automatic truncation controls text length
- Keywords:

  FIRSTNAME, LASTNAME, USERID, EXTENSION, COMPANY, MIDNAME, DEPT, EMAIL, EMPID, MANAGER, COUNTRY, TITLE, CITY, STATE, ZIP, and CORPEMAIL

Line Description	${USERID}${COMPANY}(3)${TITLE}(4)
Alerting Name	
ASCII Alerting Name	${USERID}${DEPT}
ASCII Display (Internal Caller ID)	

Endpoint Template	RDP Template	User Services Template	Domain Rules
Device Description	Device Description	Self-Provisioning User ID	LineDisplayString
			DescriptionString

Line, RDP Line and Extension Mobility Line Templates	Voicemail Template	Core attribute fields: Line, RDP Line, Extension Mobility Line	Core Voicemail fields
Line Description	Voicemail Corporate Email Address	Display (Internal Caller ID)	Voicemail Alias
Alerting Name	City	Alerting Name	Voicemail Display Name
ASCII Alerting Name	State	ASCII Alerting Name	Initials
ASCII Display (Internal Caller ID)	Postal Code	ASCII Display (Internal Caller iD)	Title
Line Text Label	Country		Employee ID
ASCII Line Text Label	Department		
External Phone Number Mask	Manager		
	Billing ID		

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Getting Started Wizard

Initial setup of CUCM and PC Provisioning*

- Define CUCM, Unity Connection, IM&P, Exchange, LDAP
- Integrates applications
- Sets up a Domain (user group), a Service Areas (site) and a User Role (policy)
- Sets up Prime Collaboration Automatic Service Provisioning

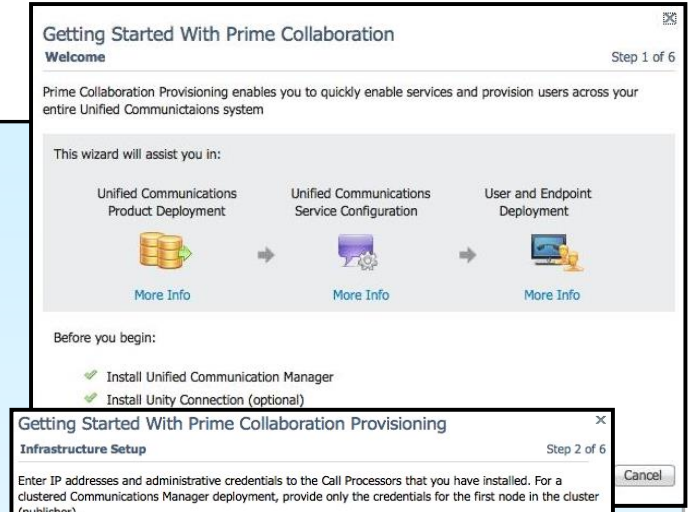
Creates an initial site

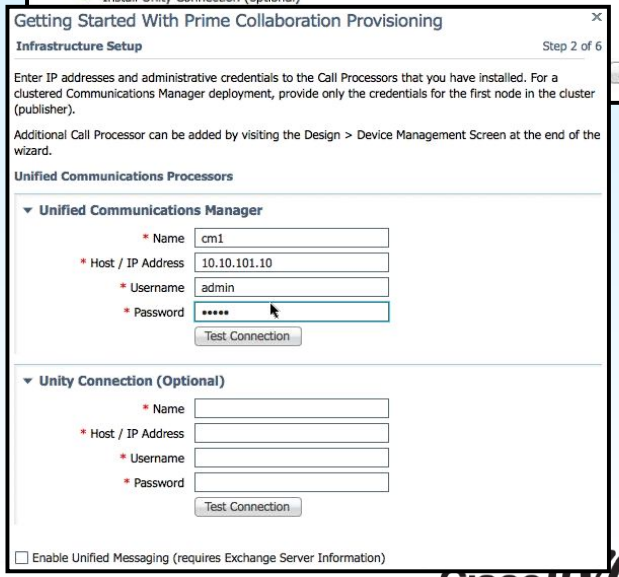
- Provisions site related settings (device pool, partition, CSS, DN blocks, etc.)
- Imports basic dial patterns from CSV file or CUCC application
- Builds a site in UC applications

Reentrant

- Can export the settings as a PC Provisioning batch file
- Batch file can be modified and fed back into the Setup Wizard to prepopulate settings for the next installation
- Batch file can be broken up into separate tasks and/or modified and fed into the PC Batch Provisioning system

* Designed for BE6000/single cluster environments





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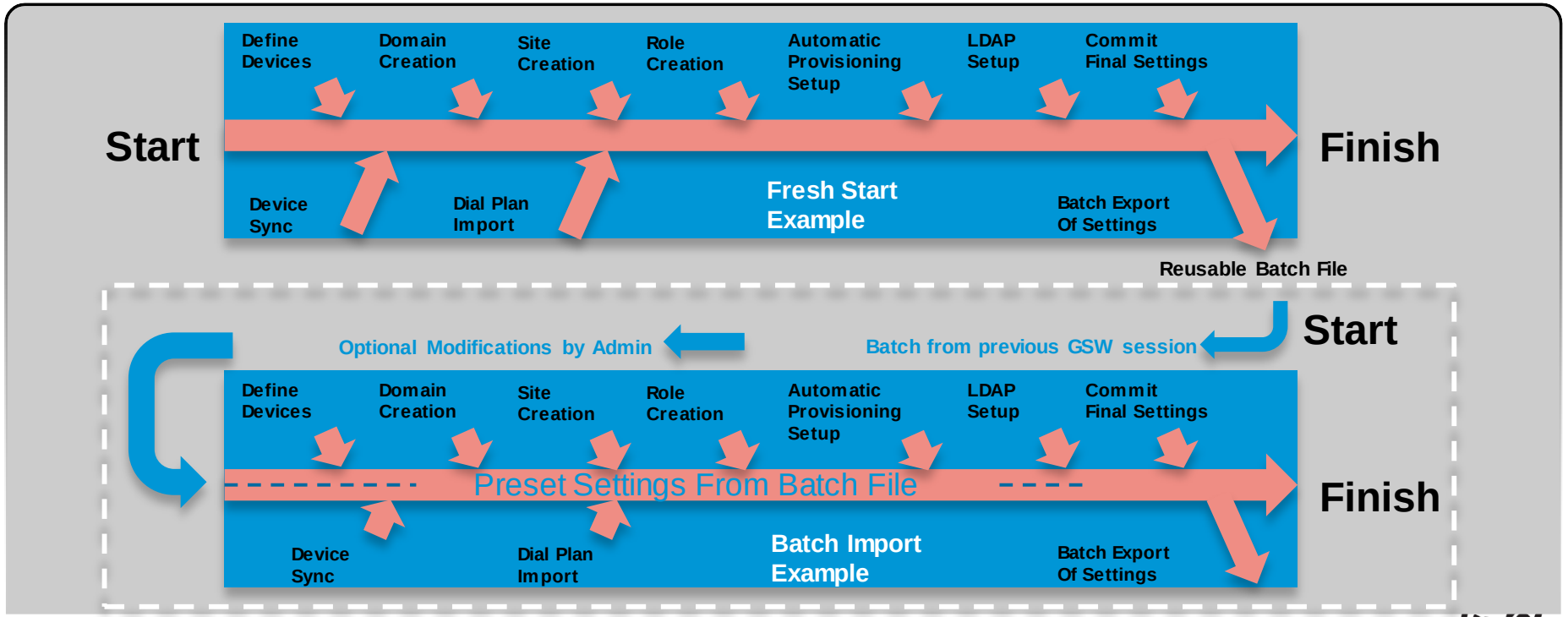
Getting Started Wizard

- Guides the admin through a fresh configuration of PCP, CUCM, Unity Connection and IM&P
- Sets up integration with LDAP and Exchange
- Sets up Prime Collaboration's automatic service provisioning feature
- Designed for greenfield single cluster environments



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Users and User Roles

- A user can be:
  - A person (bsmith / Bob Smith)
  - Collection of endpoints (B3_open-space_phones or SparePhones)
  - A location (wizard_conf_room or elevator4)
- User roles control which products and services a domain admin can order for a user
  - Only applicable endpoints or services will appear at order time
  - User roles are mapped to Service Areas (sites) so only sites that can have a role are available
  - User roles also contain the service settings for Automatic Service Provisioning
- The default user roles are:
  - Employee or Executive – Default roles assigned to new users
  - Pseudo – Used to provision endpoints that cannot have an associated user in CUCM
- User roles exist in each domain
  - Each set of user roles may be customised in each domain by adding, removing, or changing the predefined endpoint and service settings
- Global level admins can create additional user roles
  - Includes roles for open space areas, conference rooms and TelePresence rooms. This makes it easy to reference the endpoints by common names (Iron conference room) instead of by MAC address

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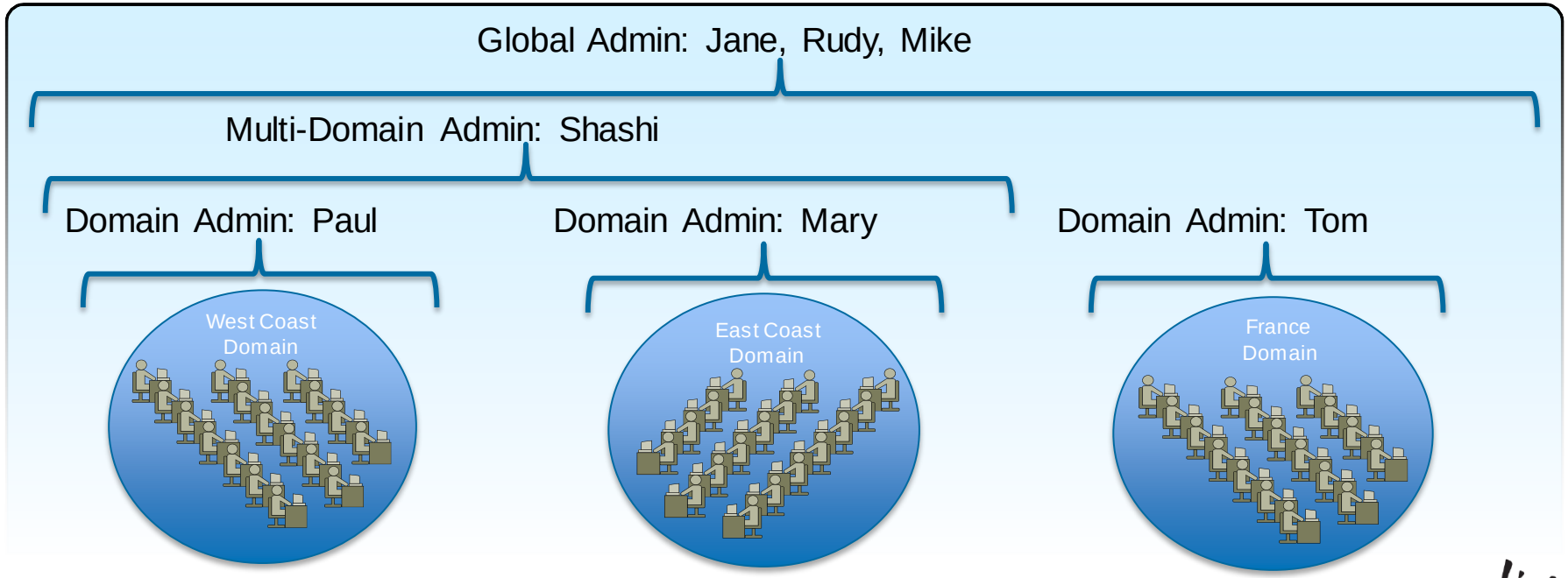
Administration Levels

- **Domain groups** can be defined to allow delegation of user provisioning
- **Domain administrators** can be defined to manage one or more domain groups
  - Domain Administrators do not need to have accounts on call processors or voicemail processors in order to manage users



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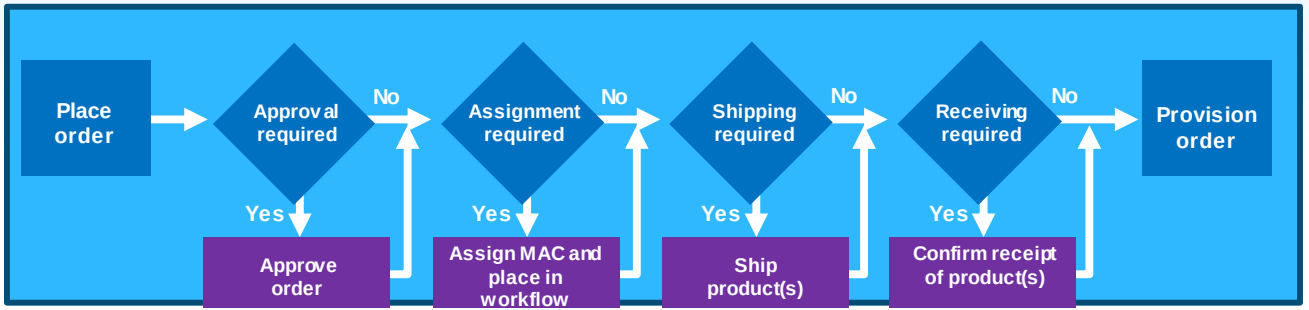
Additional Domain Admin Roles

- **Advanced Ordering role**
  - Allows access to all individual attributes/settings at order time
- **Infrastructure Management roles**
  - Created by global admin level admins
  - Provides access to one or more dial plan objects, such as call pickup group or hunt groups
  - Can be given to higher-level order admins or technical support admins (no order access)
- **Workflow admins**
  - Order approval role
  - MAC address assignment role
  - Shipping role
  - Receiving role



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Deploy

Various Aspects of Deploy

- **Day 1 activities**
  - Infrastructure configuration
  - Unified communications services
  - Batch provisioning
- **Day 2 activities**
  - User provisioning
  - Self-care portal
- **Provisioning management**
  - Manage activities
- **Provisioning inventory**
  - Manage phones, directory numbers
  - Inventory browser and search

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Day 1 Services Infrastructure

- **Infrastructure Configuration**
  - Manage system and dial plan related objects
- **Template-based infrastructure configuration**
  - Push dial plan components and other ‘common’ constructs to end systems
- **Batch processing of total ‘services’ for users**
  - Bulk-create initial users and provision their services
- **Unified Communications Services setup**
  - Enable Jabber or UDS, and choose TMS scheduling groups

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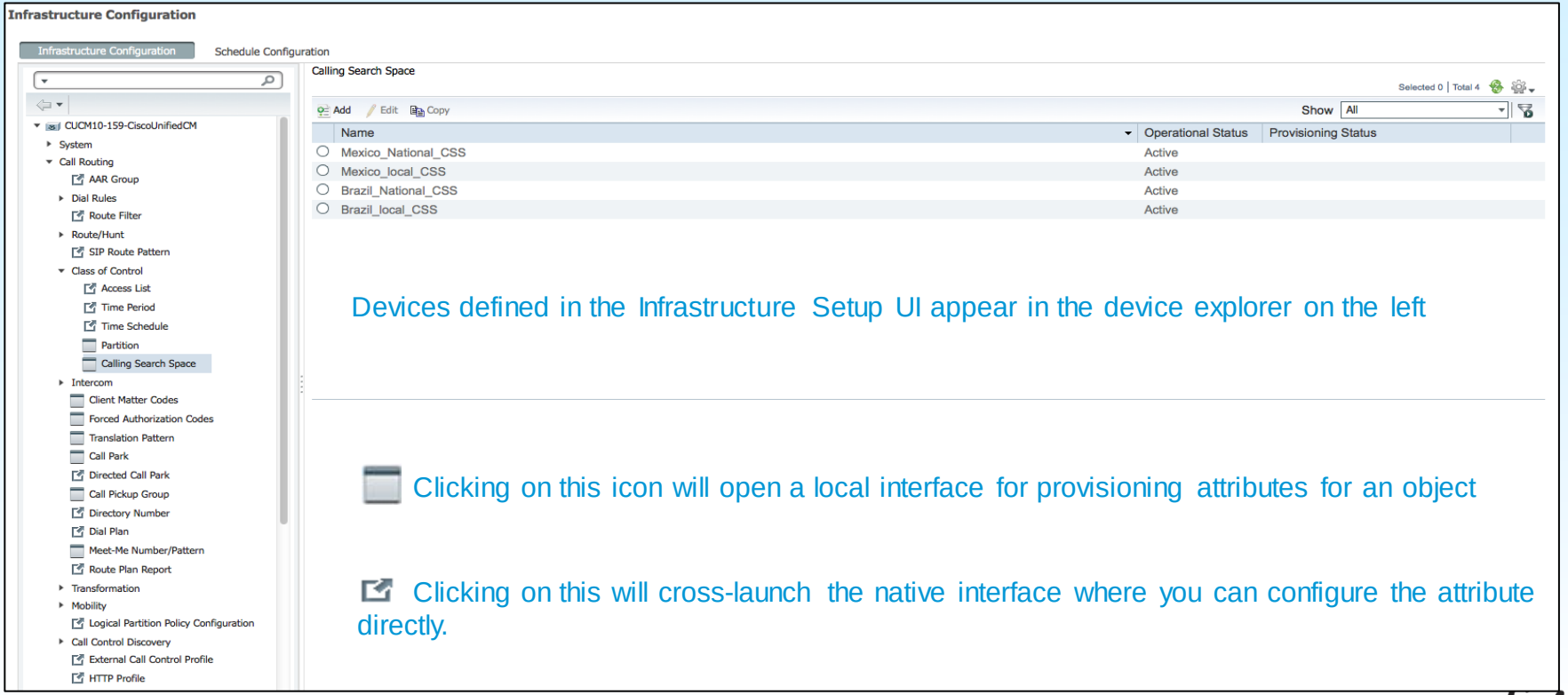
Infrastructure Configuration



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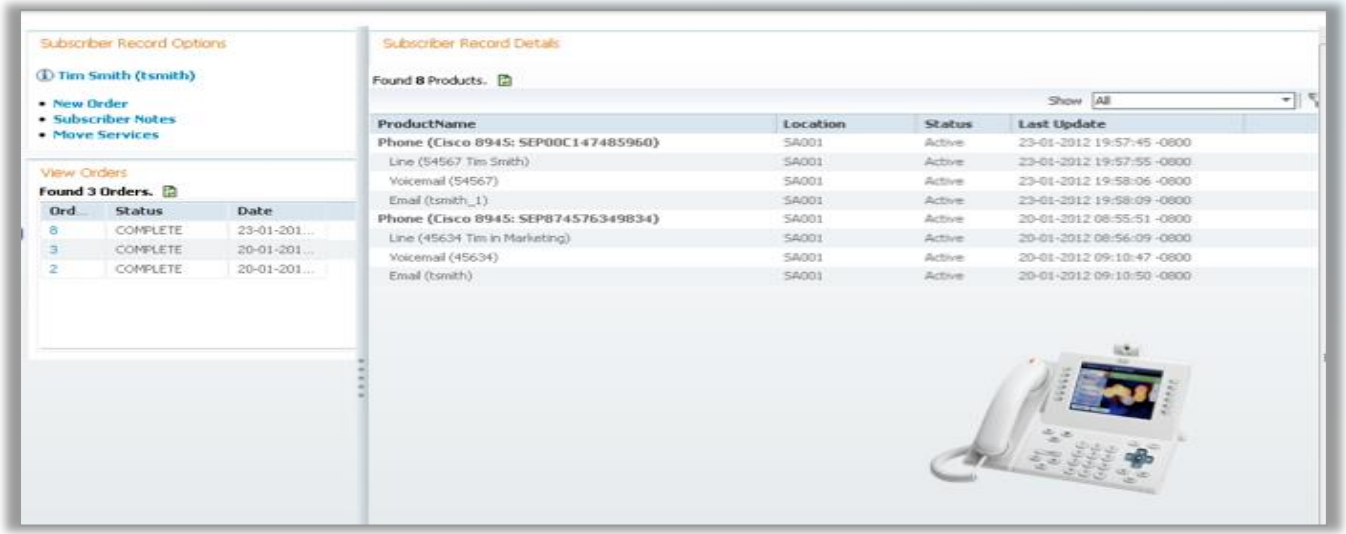
Day 2 Services

- **Manual or Automatic ordering processes**
- **MACD** (Move, add, change, and delete functions)
- **Workflow-oriented**



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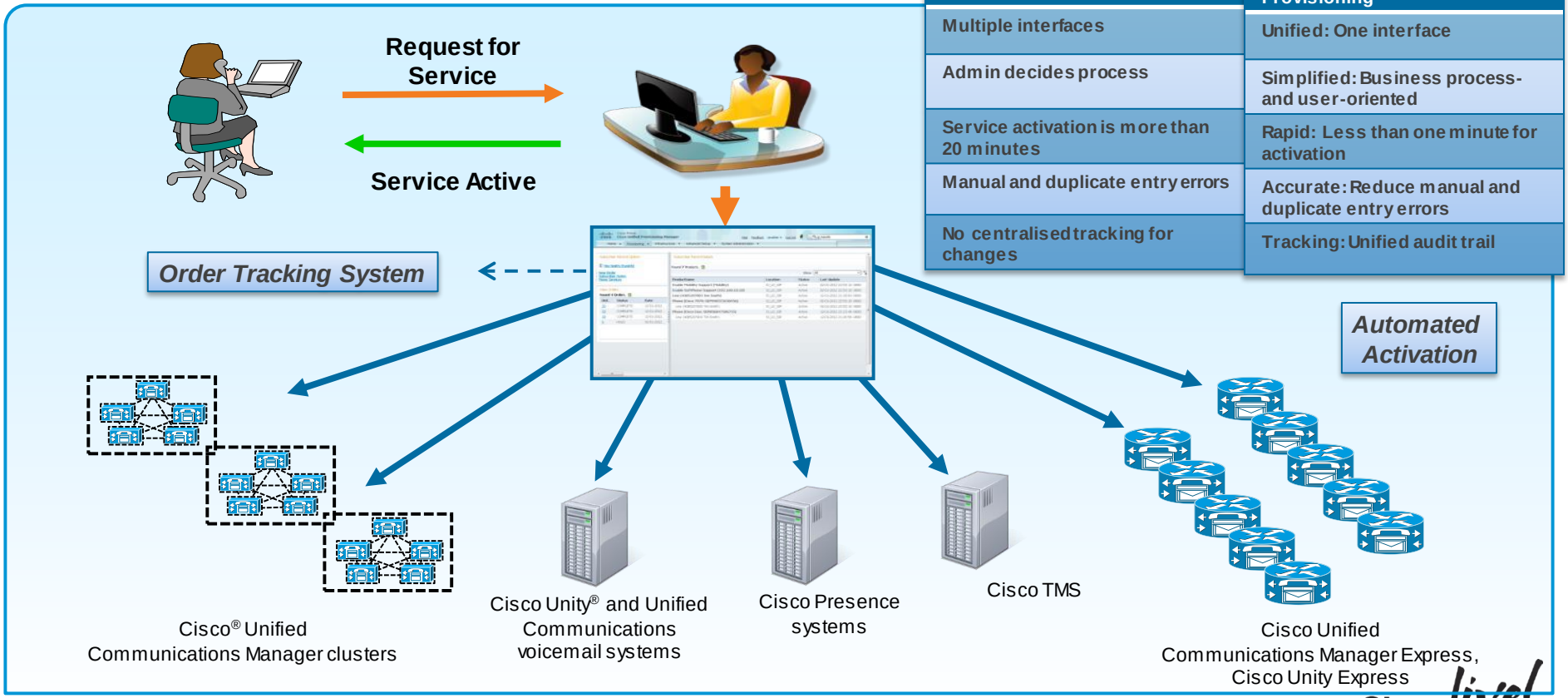
Automated Service Provisioning

Native Interface Provisioning	Cisco Prime™ Collaboration Provisioning
Multiple interfaces	Unified: One interface
Admin decides process	Simplified: Business process- and user-oriented
Service activation is more than 20 minutes	Rapid: Less than one minute for activation
Manual and duplicate entry errors	Accurate: Reduce manual and duplicate entry errors
No centralised tracking for changes	Tracking: Unified audit trail



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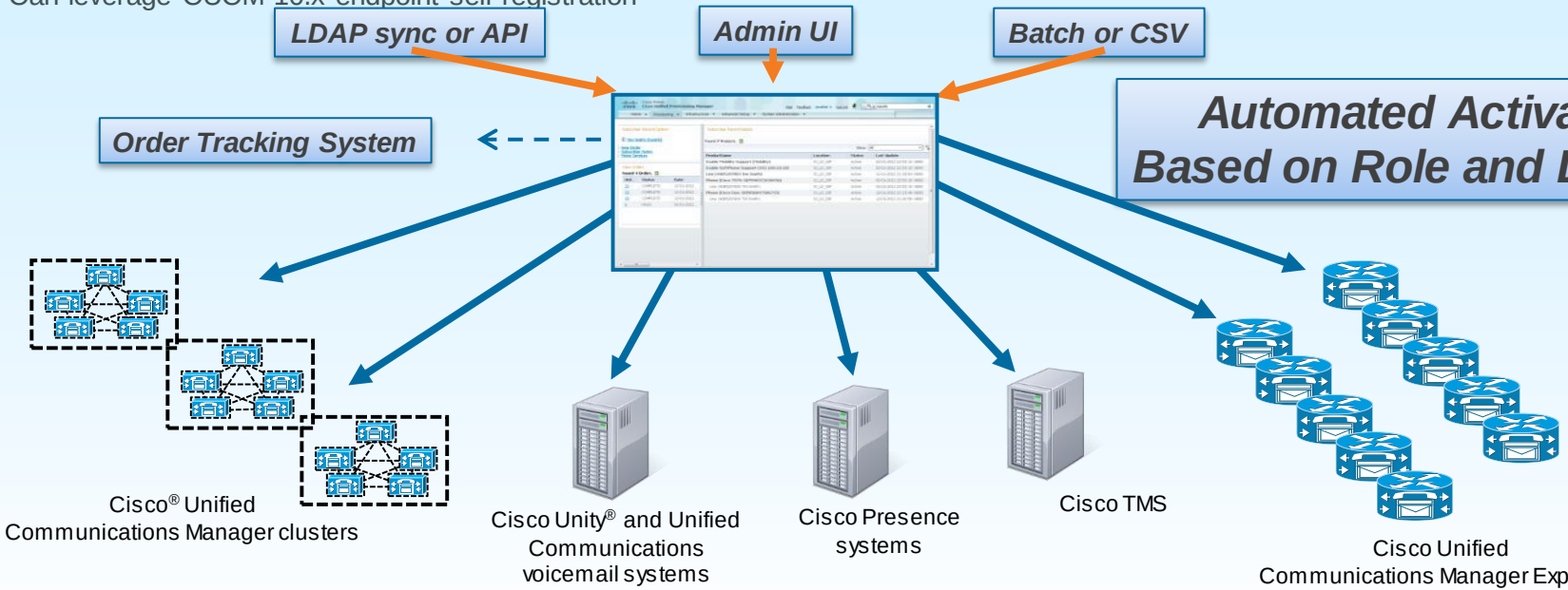
Automatic Service Provisioning

- Add new user to a Domain group, with a user role
- PC Provisioning looks up entitled services based on group and role then creates services automatically
- Service creation tracked in order tracking system, and tagged as automatically created services
- Can leverage CUCM 10.x endpoint self registration



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Automatic Service Provisioning

Automatically provisions services for new users

- New users synced in from LDAP
- CSV file or batch loading new users
- When adding new users individually through Add User UI
- When added through the Northbound API

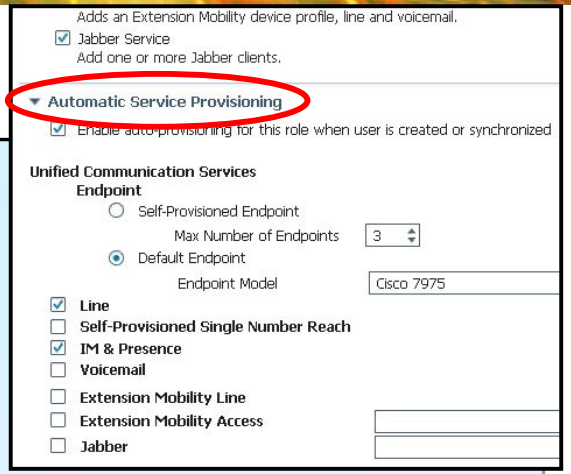
Now part of User Role setup

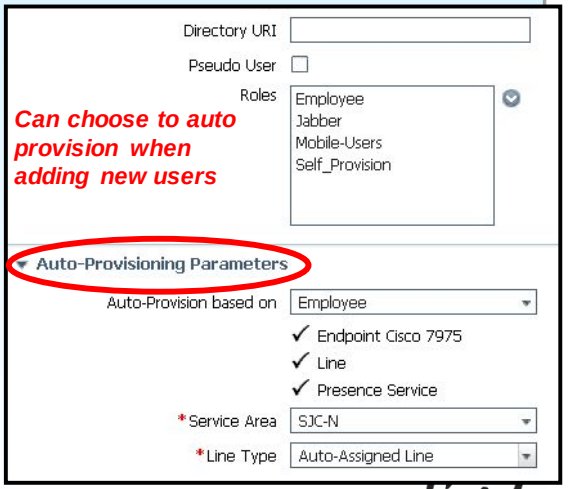
Easy to configure

- Configure as part of Setup Wizard (settings appear in User Role automatically)
- Manual configuration and modification
- LDAP sync settings and filter can be set during Setup Wizard

Works with CUCM 10.0 user endpoint self provisioning (BYOD)

- PC Provisioning can create a line and templates in CUCM so user can attach phone
  - PC Provisioning does LDAP sync if AD environment
  - PC Provisioning can setup self provisioning if customer does not have AD/LDAP environment
- Prime Automatic Service Provisioning expands coverage providing voicemail and endpoint provisioning
- LDAP sync for new users moved from CUCM to PC Provisioning





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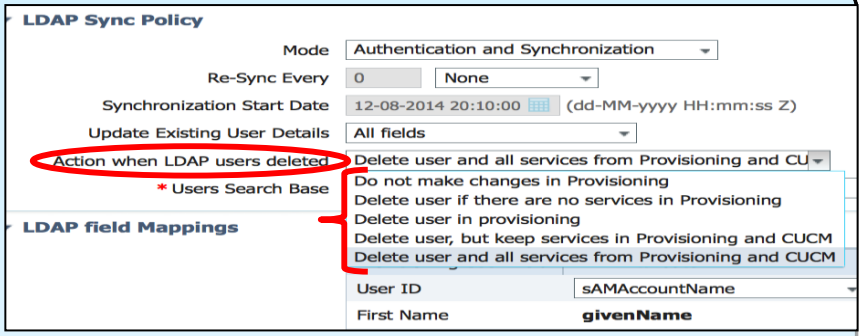
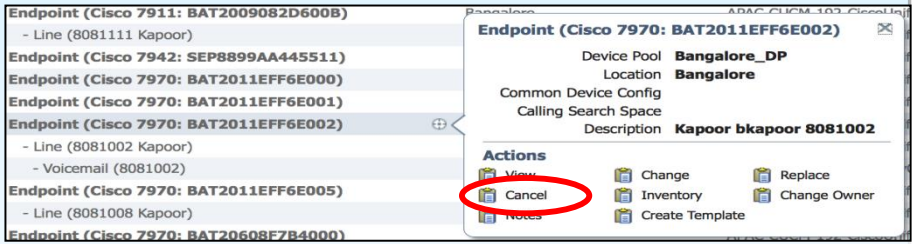
Demo

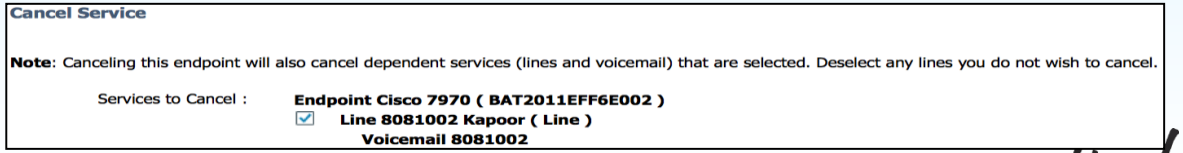
Service De-Provisioning

- Automatic
  - Feeds off LDAP sync process
  - Five choices of what to do when a user is removed/disabled in AD
  - Provisioning can completely remove user, services and return DNs back to the DN pool (default hold on DNs is 7 days)



- Manual
  - Admin can cancel an individual service
  - Admin can cancel an endpoint and leave behind the line, or cancel the endpoint and remove all lines and services associated to the endpoint





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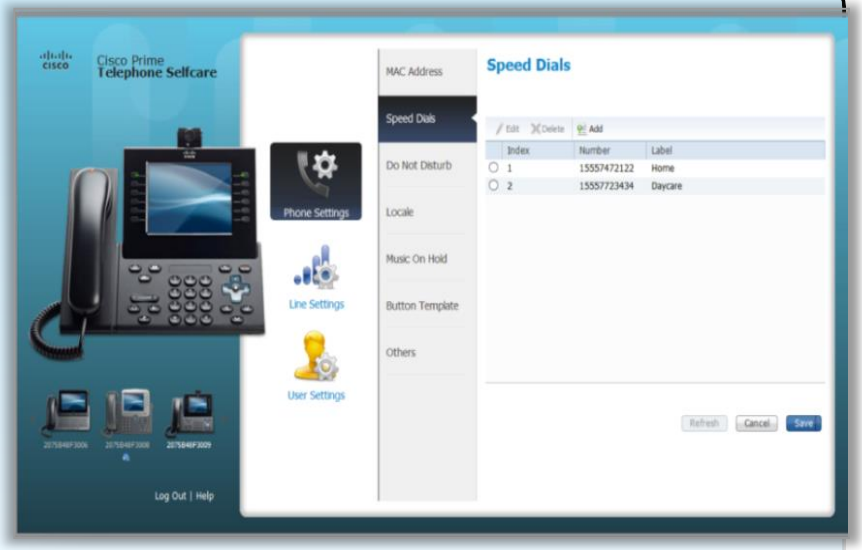
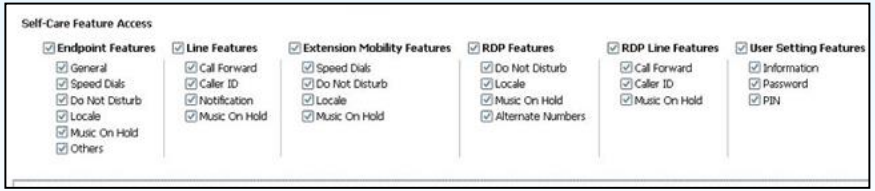
Self-Care Portal

- Provides end-user self-care for pre 10.0 CUCM environments
- Can enable the end user to set individual attributes and personal preferences:
  - Phone—Options for the phone, such as speed dial, music when a person is placed on hold, extension mobility and single number reach
  - Line—Options for a specific line on the phone, such as call forwarding, caller identification, and notifications
  - Voicemail—Options such as unlock voicemail, and change voicemail PIN and web password
  - User—Options for the user, such as last name, passwords and personal identification numbers (PINs)
- Settings to enable/disable specific tabs to customise features available to end-users
- Self-care portal supports SSO* or Domain by Domain authentication sources





* Self-care SSO support for standalone Provisioning server only.

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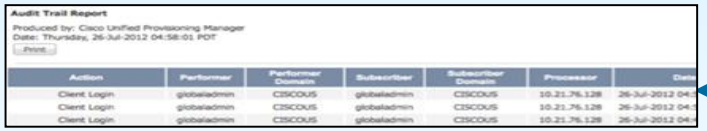
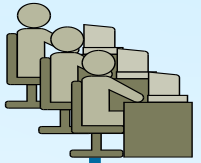
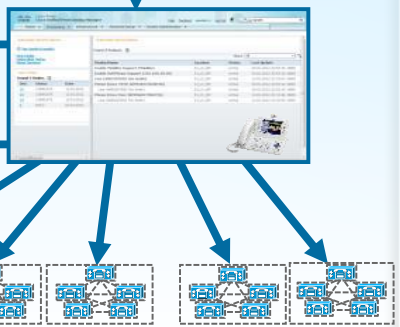
Reports

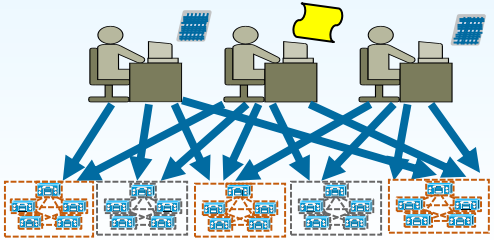
Unified Tracking

- Centralised tracking not available from individual applications
- Single point for ordering allows single point for order tracking
- Order tracking is important for:
  - Change tracking
  - Troubleshooting
- Security audit trail is important for:
  - Administrator login and logout tracking
  - Password change tracking
  - Security audits









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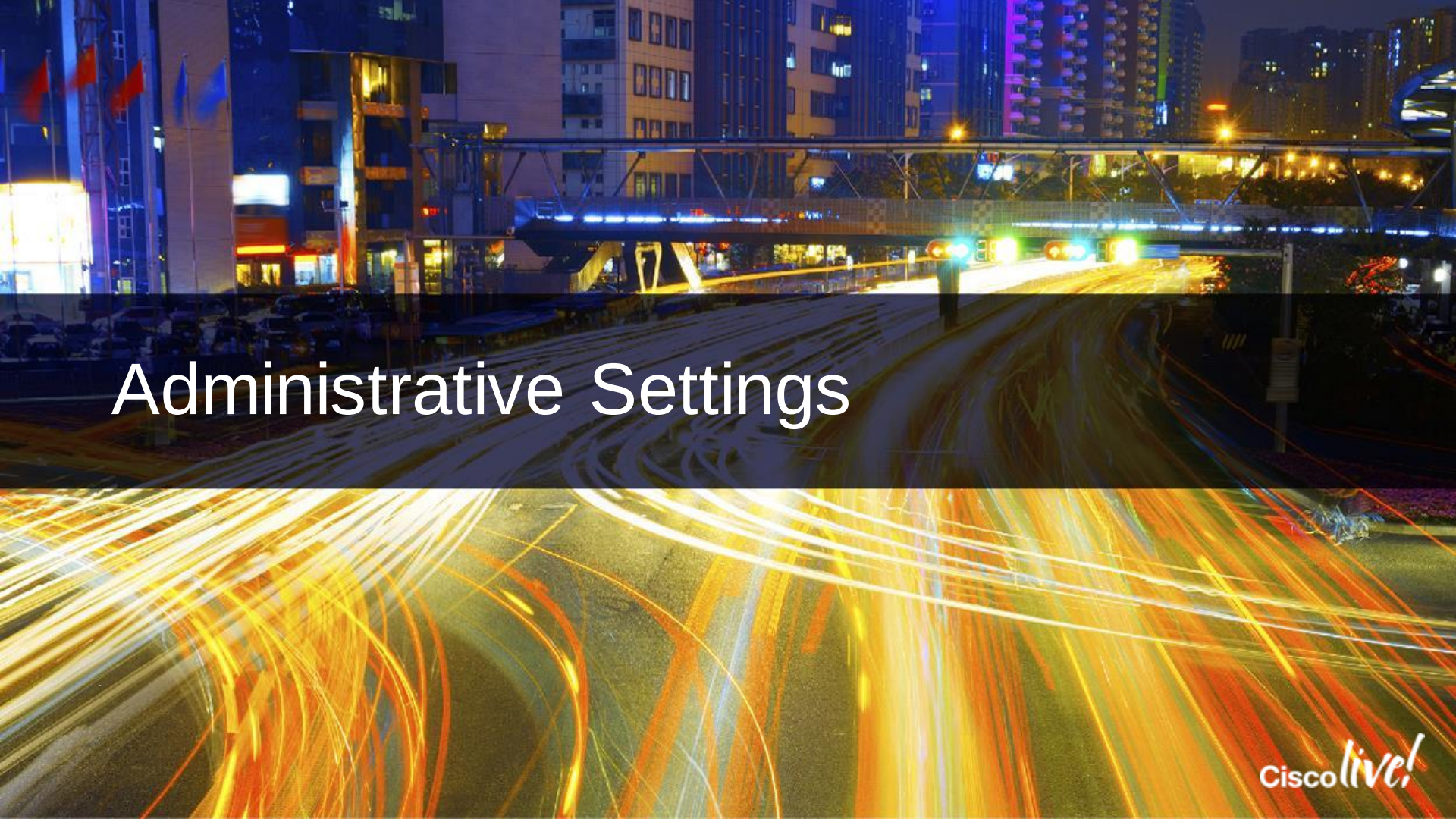

Administrative Settings

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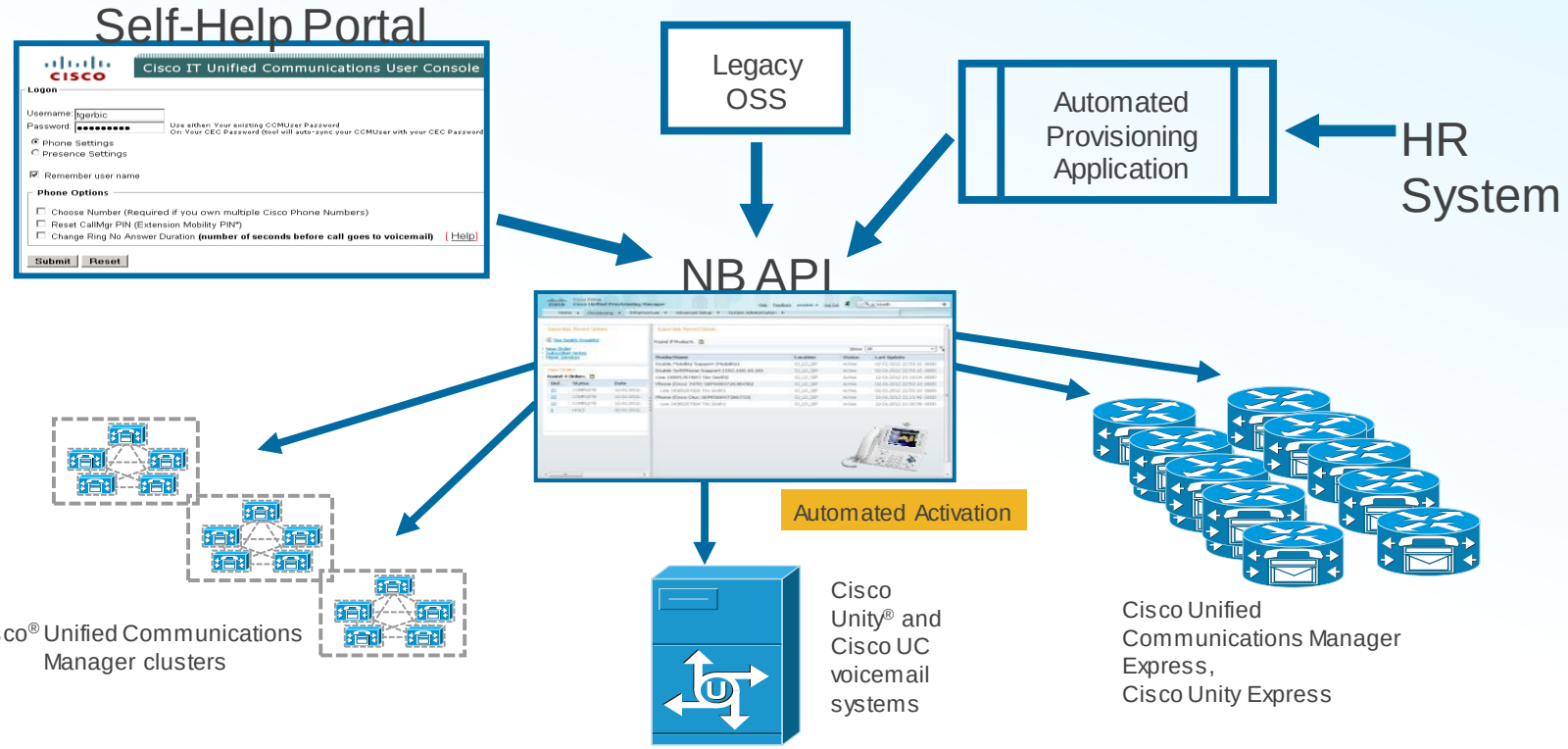
Integration Examples



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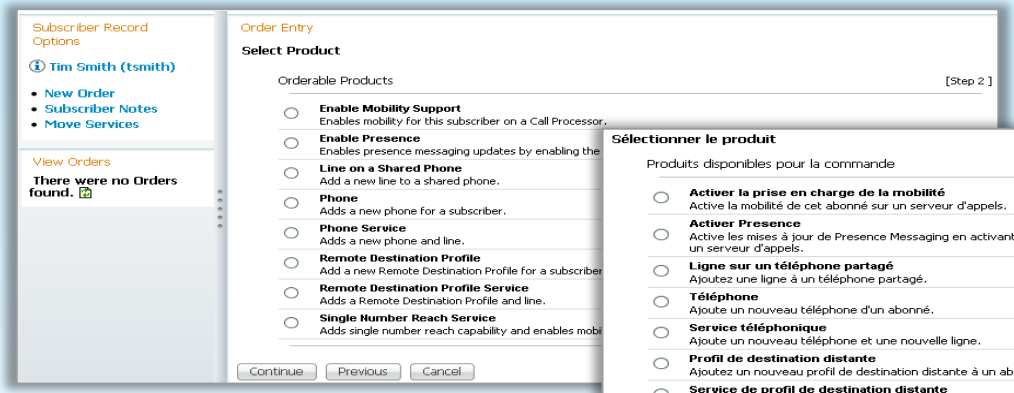
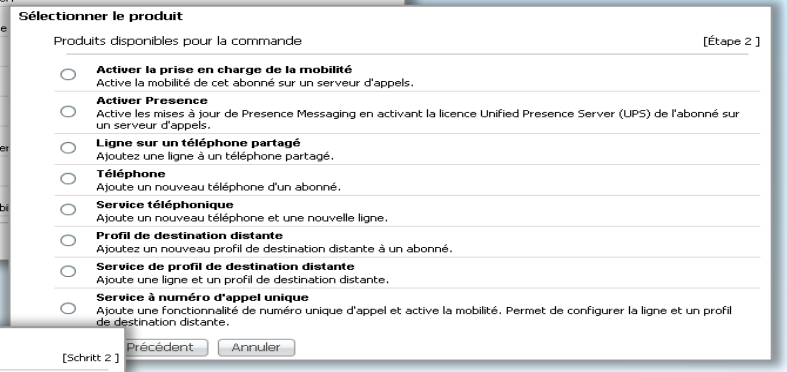
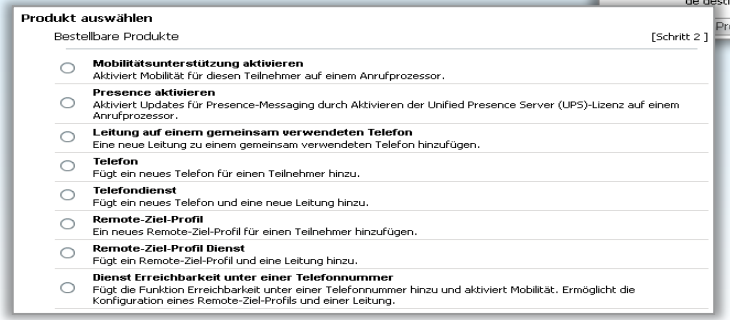
Multilingual Support

Concurrent Language Support







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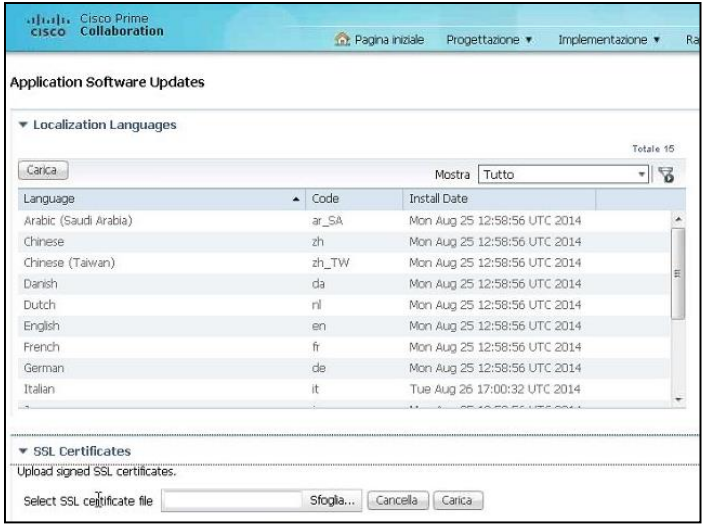
Localisation

- Render on the fly language allows multiple users to see provisioning UIs with different languages
- Allows delegation to local language administrators
- Language updates or new support can be loaded by a provisioning administrator



Language	Provisioning
Arabic (Saudi Arabia) (Pending final testing)	✓
English	✓
Chinese (Simple)	✓
Chinese (Taiwan)	✓
Danish	✓
Dutch	✓
French (European or Canada)	✓
German	✓
Italian	✓
Japanese	✓
Korean	✓
Polish	
Portuguese	✓
Russian	✓
Spanish (European or Latin Am)	✓
Swedish	✓
Turkish	

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Cisco Prime Collaboration Assurance

Assure the Cisco Collaboration deployments

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Assuring Collaboration Network: Challenges

Reliability

- Ensuring services availability 24/7

Complexity

- Limited IT staff
- Vast number of network components
- New technologies every year

Quality

- Changing network & configurations
- Multiple types of endpoints & services

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Prime Collaboration Assurance

Ensure high service availability and service quality

Timely alerted Trunk down enabled us to proactively work with service provider and fix it before end-users complains about not able to make external calls
– Steve, Voice Engineer, Booking.com

Complete Service Assurance

- Single pane to monitor Unified Communications, Gateways, Trunks, TelePresence and Unified Commuting System.
- Reduces recovery time with intelligent root-cause correlation.

Optimise IT Operations and Resources

- Proactive service availability and WAN performance monitoring.
- Significantly reduces problem isolation time

Greater End-User Satisfaction

- Service quality problems can be isolated before users are affected

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Cisco Prime Collaboration Assurance

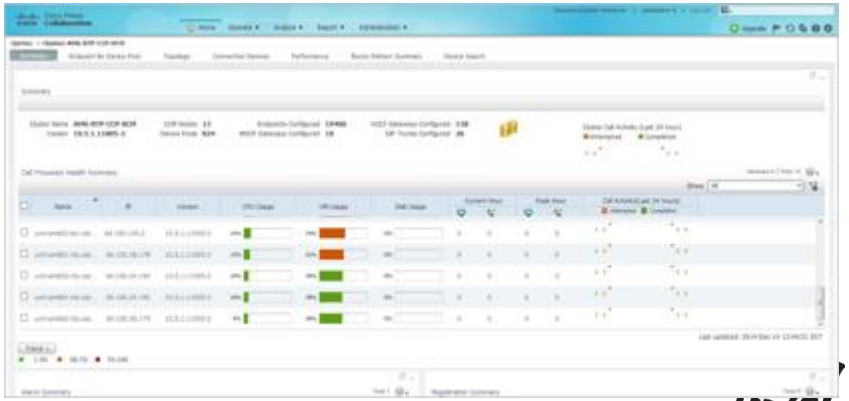
Detailed Features

Full Network View

- Endpoints, servers, and infrastructure
- Cluster-level groupings and deployment topology view
- Contact centre enterprise topology

Cluster Specific Dashboards

- View Cluster Specific Dashboards including Call Processor Health Summary, Alarms, Registered Devices and other key KPIs



Synthetic Testing

- Run both real-time and scheduled tests.
- Check for dial tone, registration, and end-to-end communication.
- Test links with IP SLA to isolate jitter and packet loss.
- Post-roll out tests to verify phone features are working.
- Trace and analyse call path to determine which devices are causing call failures

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Cisco Prime Collaboration Assurance

Video Assurance features

End-to-End Monitoring

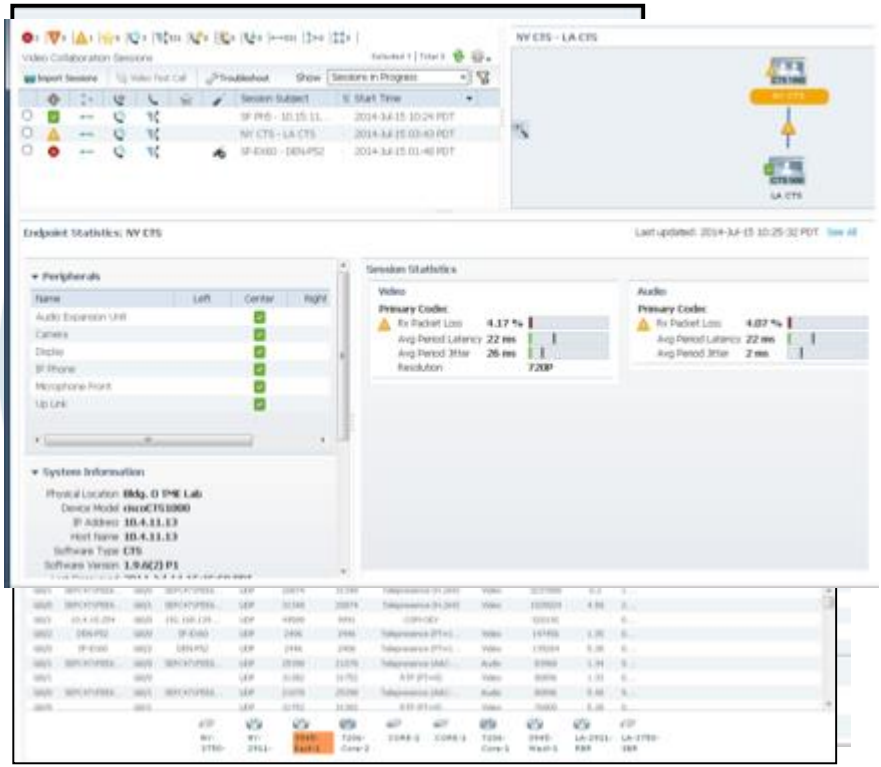
- View all sessions – scheduled, completed, or in progress.
- See each end point details

Real-Time Diagnostics

- Conduct Path Trace to view CPU, memory, and interface statistics to locate bottlenecks in the network.
- Conduct Path Assessment to reveal potential configuration issues
- View traffic flows to see if other traffic is present

Video Test Call

- Ensure end-to-end service experience using “Video Test” call ahead of important upcoming meeting



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Cisco Prime Collaboration Assurance

Contact Centre Assurance - Features

Robust monitoring and diagnostics application that helps network operators reduce Unified Contact Centre Enterprise downtime

Network View

- Real-time view of Contact Centre Infrastructure at site level
- Act on faults using the Device 360º View

Intelligent Event Management

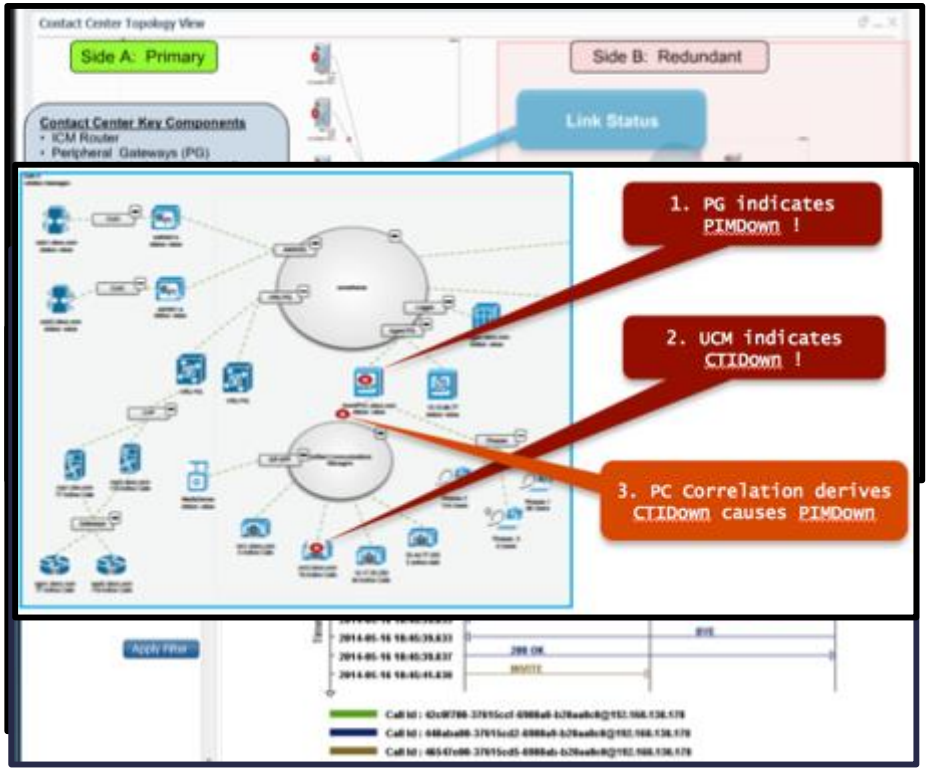
Built-in correlation rules isolate and highlight *root-cause* alarm from the symptoms.

Performance

Detect and address performance issues with a view of critical performance metrics

Call Path Analyser

Identify devices causing call failures using a graphic depiction of detailed call log information



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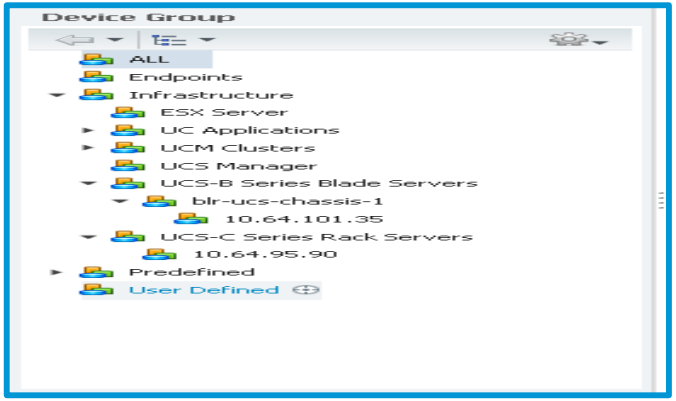
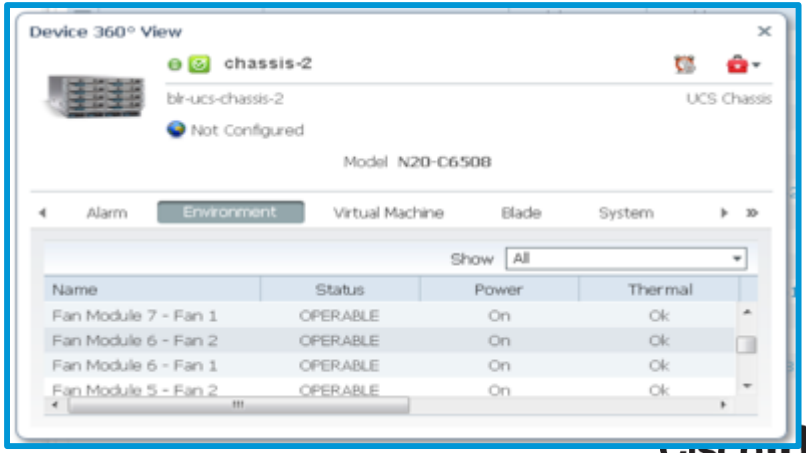
Cisco Prime Collaboration 10.5.1

New features (Advanced)

UCS Hardware Monitoring [Advanced]

- Auto-discover* VM, UCS Chassis and UCS blade using ESX Server, UCS Manager and vCenter as respective seed devices
- ESX Server – **5.x and above**
  - UCS C Series Rack Server or B-Series Blade Server managed as ESX host
  - Monitor CPU, Physical Memory and data store utilisation
  - Monitor Environment component (Fan, Power Supply and Temp Sensor)
  - 360 View
- UCS Manager – **2.x and above**
  - Monitor harware component (Fan and Powersupply) for each UCS Chassis
  - Monitor key UCS Manager SNMP traps.
  - 360 view
- vCenter Server - **5.x and above**
  - Monitor key vCenter SNMP traps.
  - 360 view





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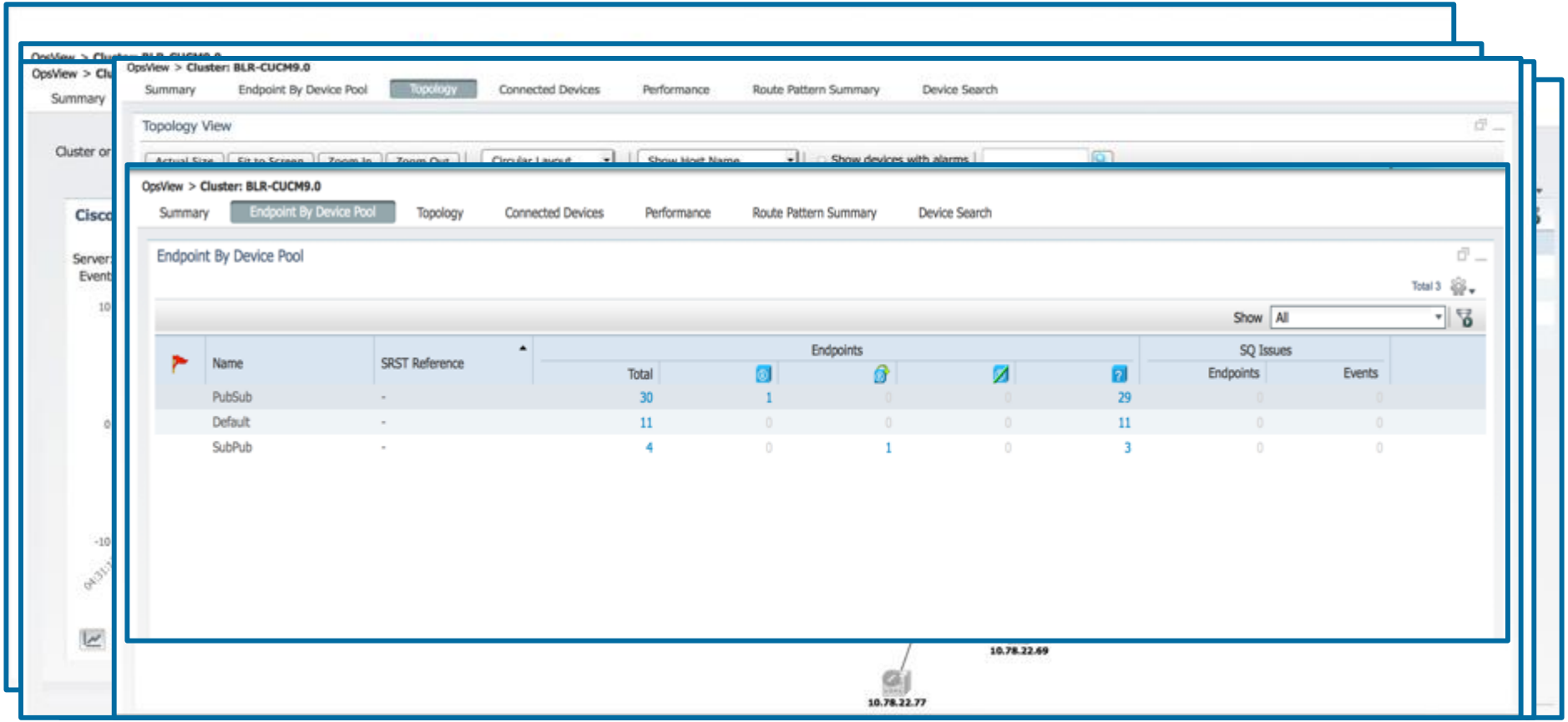
Cisco Prime Collaboration Assurance 10.6

Simplified Cluster Monitoring and Diagnostics



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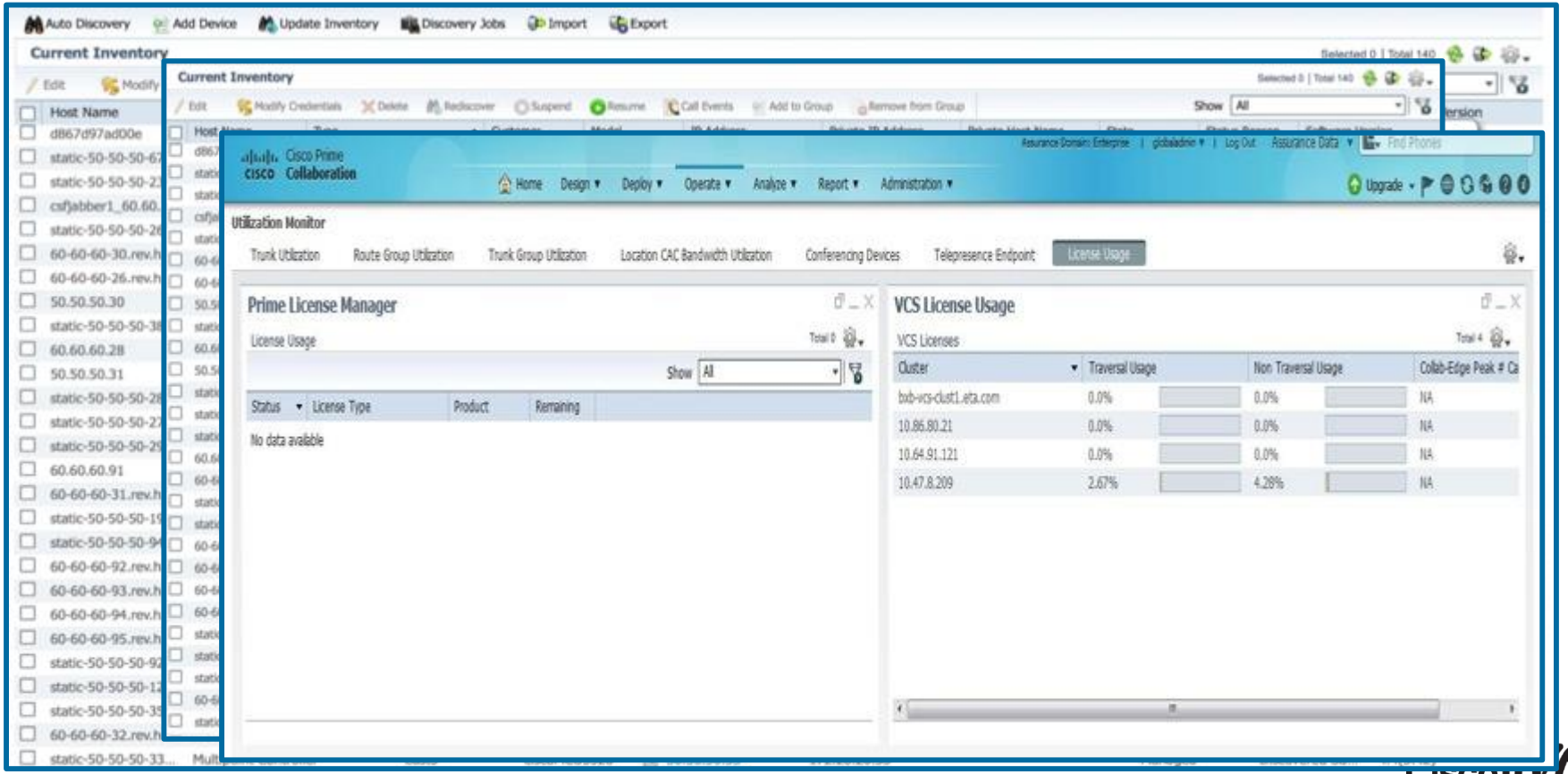
Cisco Prime Collaboration Assurance 10.6

Expressway core/edge support



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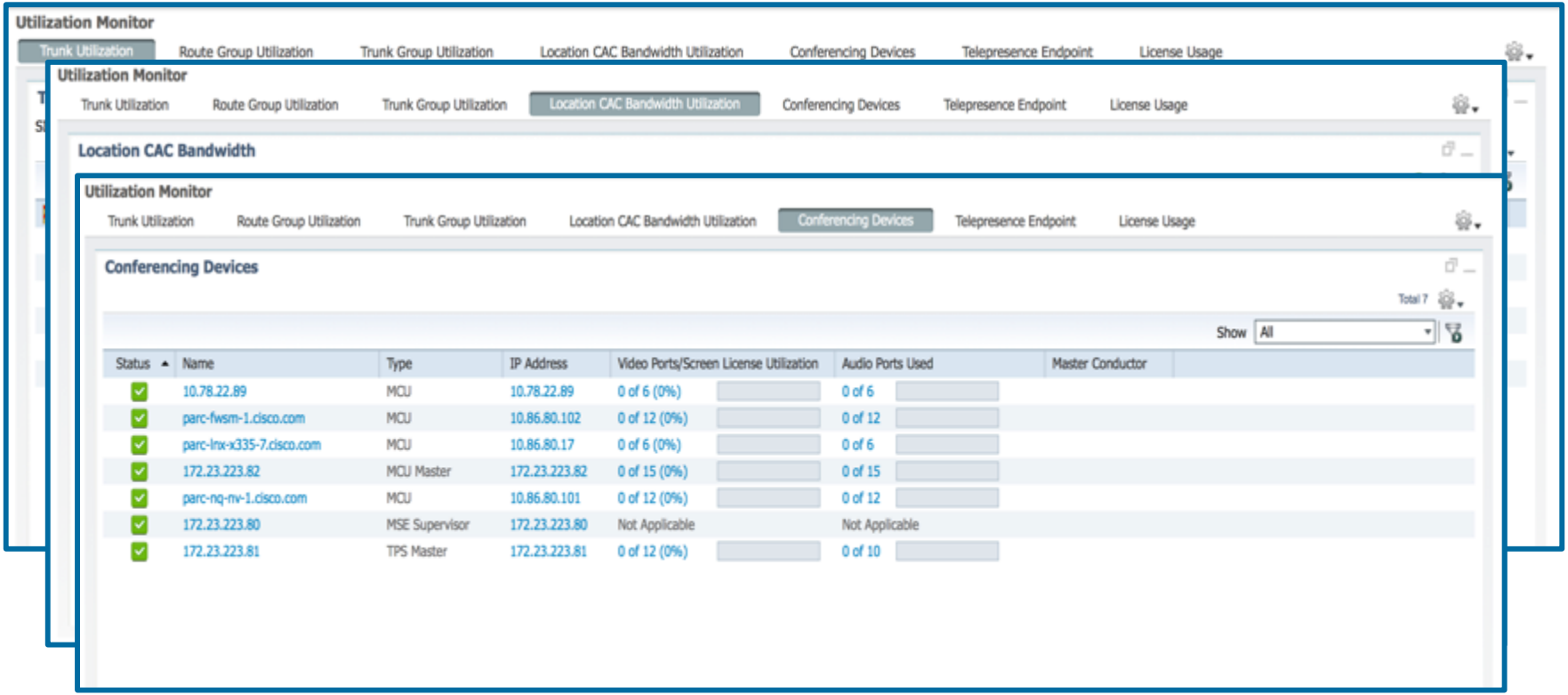
Track Key Shared Resources Usage



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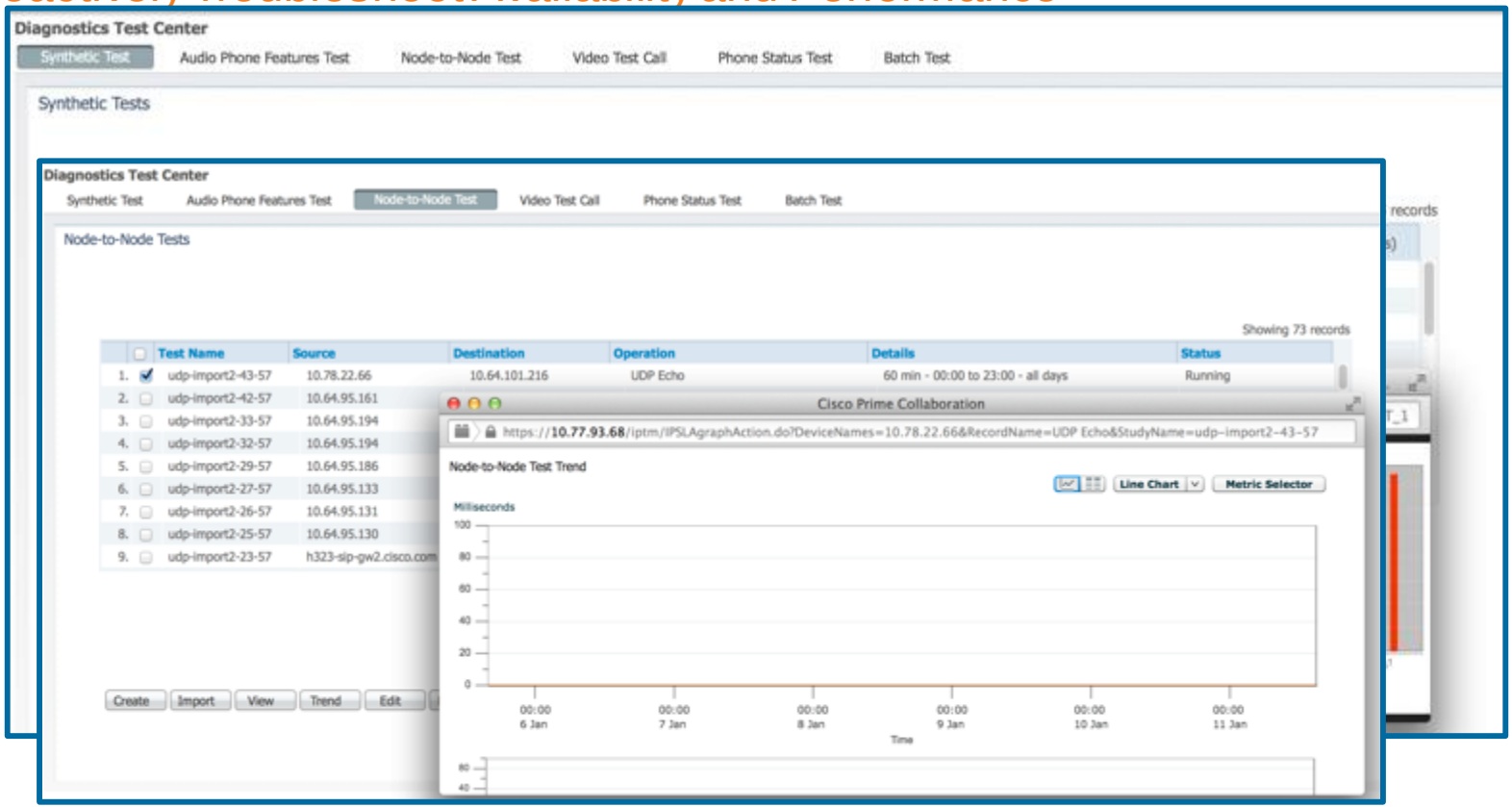
Cisco Prime Collaboration Assurance 10.6

Proactively Troubleshoot Availability and Performance



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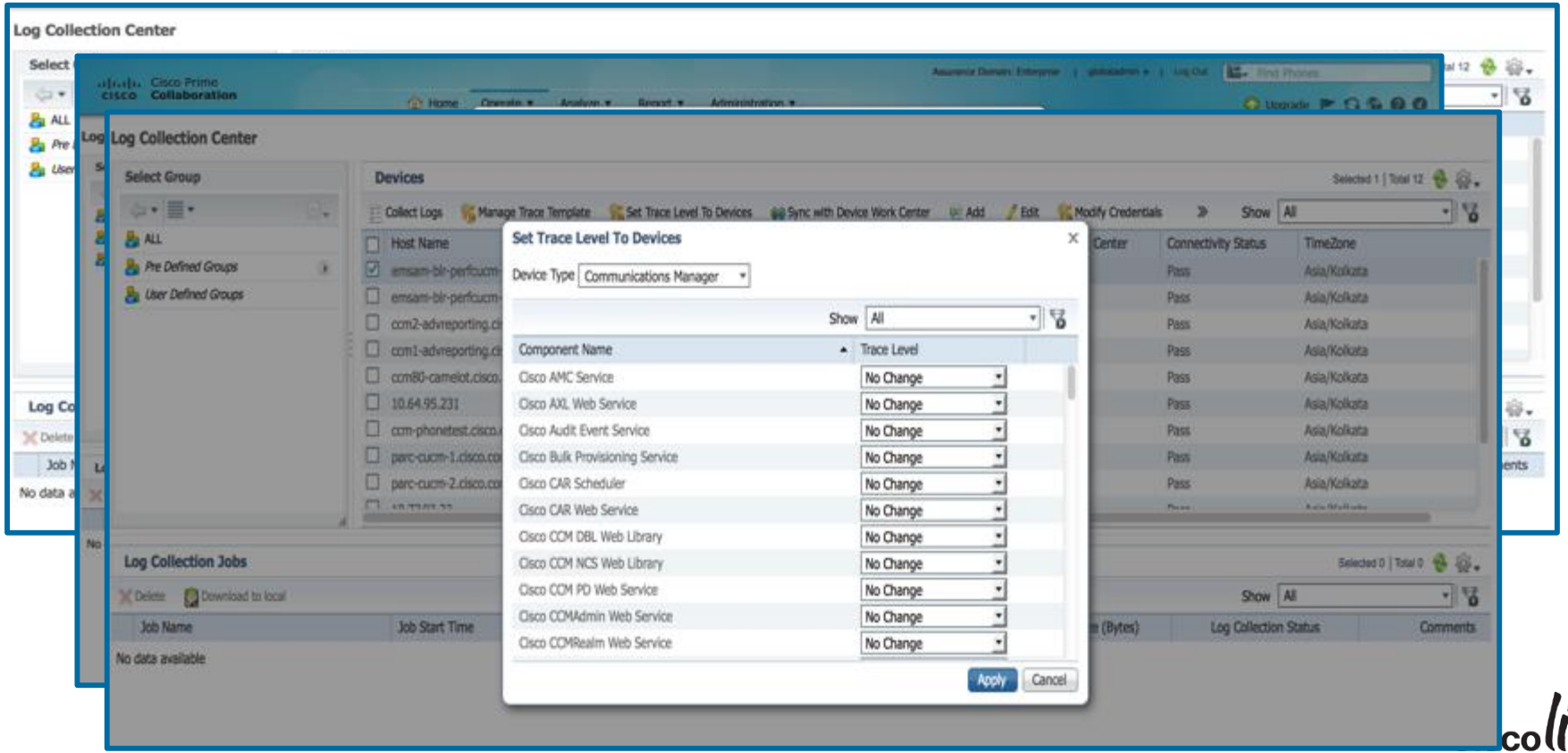
On-Demand Log Collection for quicker device issues troubleshooting



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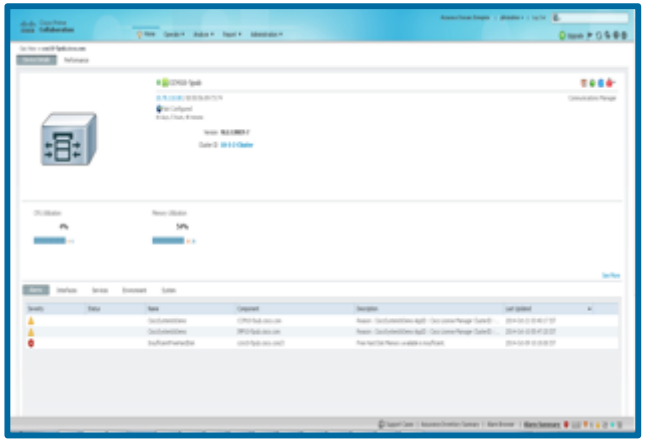
Cisco Prime Collaboration Assurance 10.6

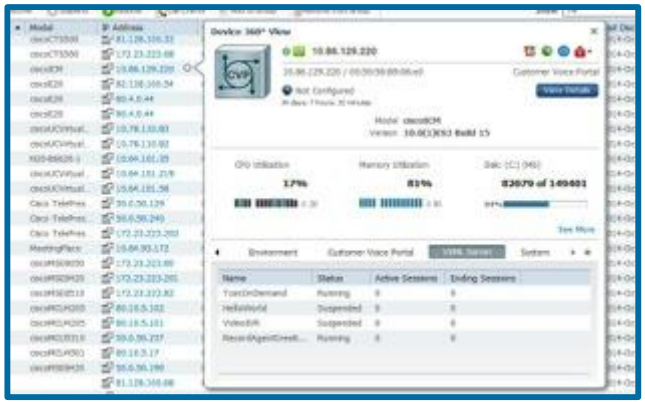
New Key Features and Benefits

More Secure - Restricted Root Access

Miscellaneous [Advanced]

- Maximised 360 view
- CVP VXML Usage Monitoring [Contact Centre Assurance]
- Monitor CDR incoming rate
- NAM Scale





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Cisco Prime Collaboration Assurance 10.6

Service to UCS hardware Correlation Use case

Four new correlation rules **VMDown, ESXHostDown, UCSChassisDown and NetworkDown** are added to correlate Service and UCS faults into 1 single root cause

E.g: On a UCS chassis, a Communications Manager and a Customer Voice Portal are hosted on a UCS Blade-1. Another set of Communications Manager and a Customer Voice Portal Application are hosted on a UCS-Blade-2.

When entire UCS Chassis goes down, Prime Collaboration raises 13 events

2 Unresponsive on both CUCM (based on ICMP Polling)
2 Unresponsive on both CVP (based on ICMP Polling
4 VMDown on all the four VMs.
2 BladeDown (HostConnectionFailure) from Vcenter
2 Unresponsive for ESX
ChassisDown (based on trap from UCSM)

These events **correlated** to form a single root cause Alarm – **UCSChassisDown**.

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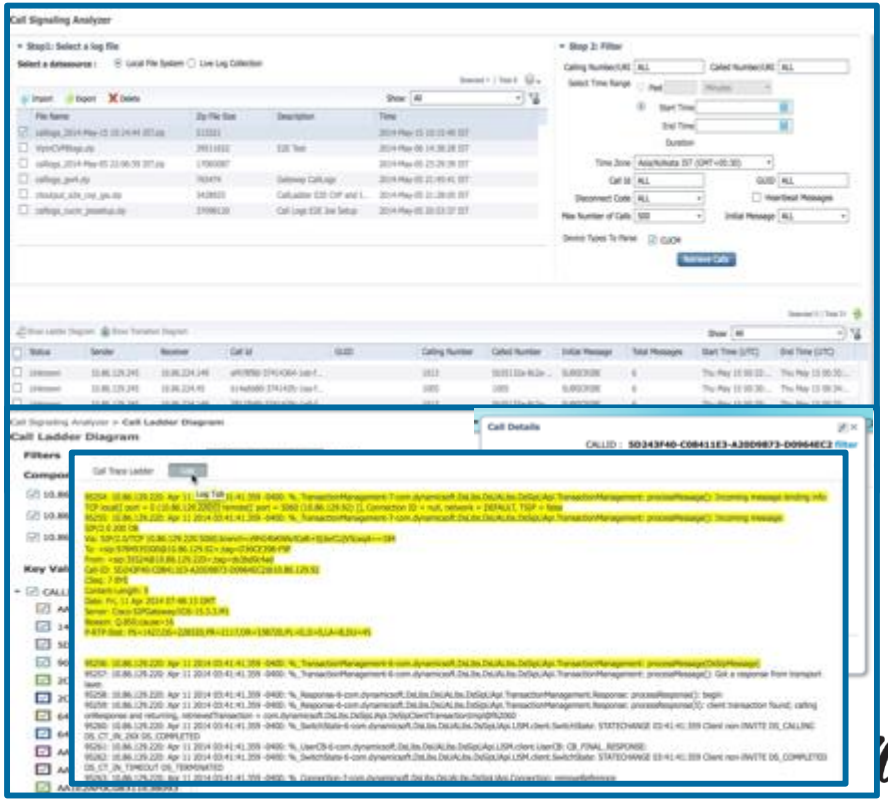
Cisco Prime Collaboration Assurance 10.6

Call Signalling Analyser – Troubleshooting Workflow

Collection, analysis of trace files from multiple components in a UC Contact Centre Enterprise solution is a non-trivial, time consuming task. It impacts resolution time of customer reported problem

- Collect device(s) Log on-demand or import already collected ones
- Filter the call leg of interested to troubleshoot
- Select the call leg and see call ladder diagram
- Trace the SIP message failed to connect the call and get its detail
- Browse detailed log for further information



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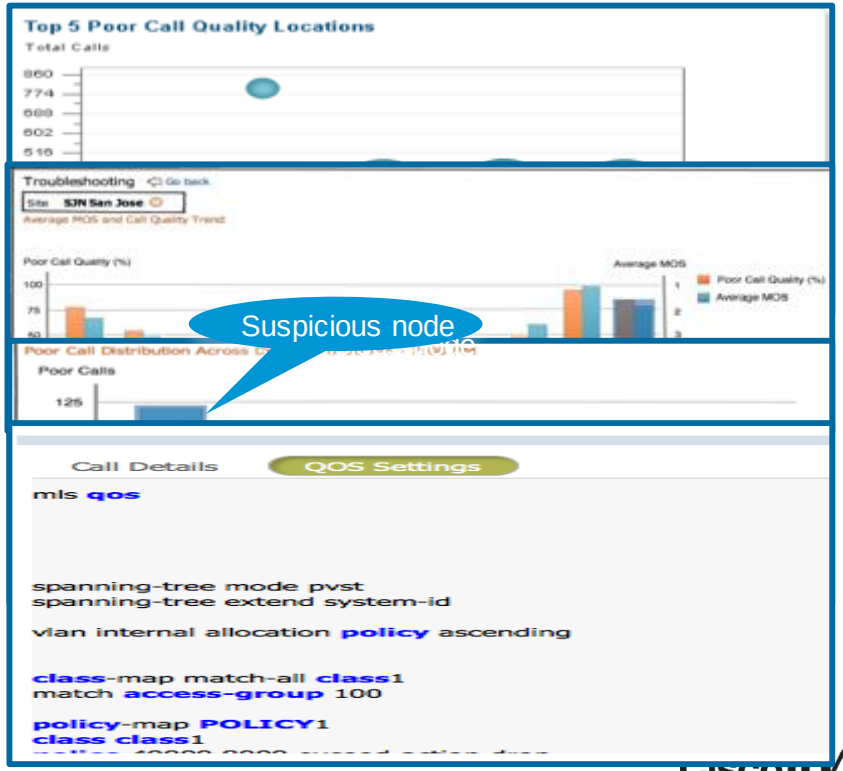
Voice Call Quality – Troubleshooting Workflow

Service quality degradation: Locate and troubleshoot to identify the problem area easily

- Identifies the top N poor service quality locations
- **Integrated best practices flow** helps identify service degradation trend at a site
- **Drill down to network node** contributing to service quality issue
- **QoS Settings** helps to locate configuration mismatch causing service quality degradation



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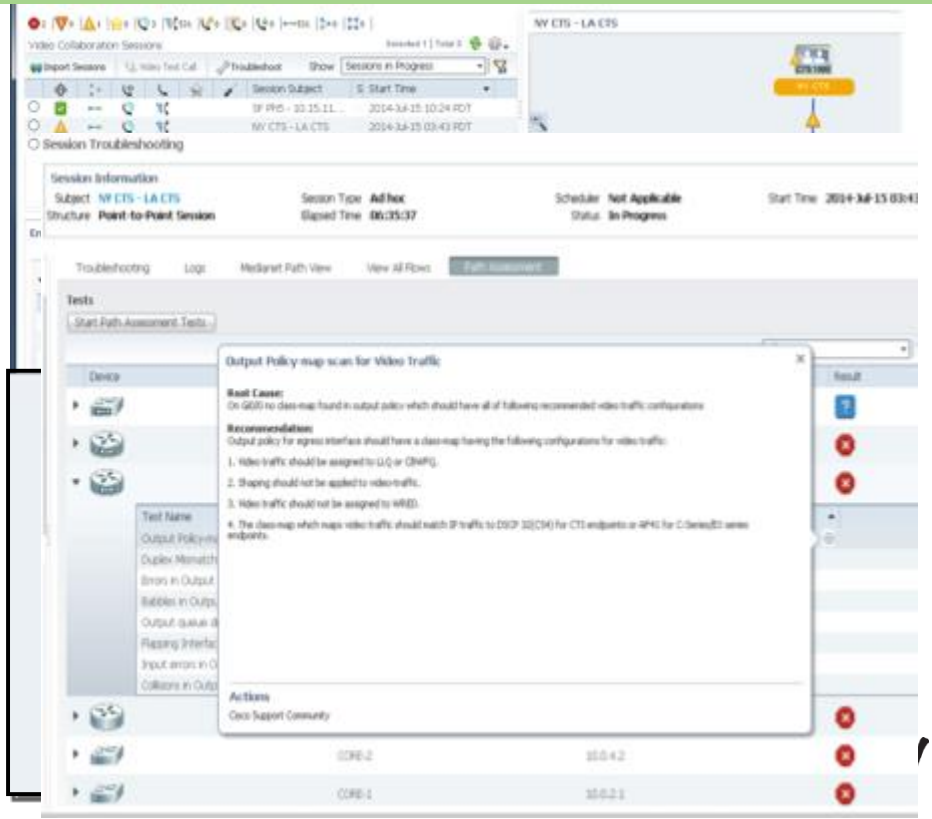
Video Call Quality – Troubleshooting Workflow

Service quality degradation: Locate and troubleshoot to identify the problem area easily

- Identifies the Video Session experiencing quality degradation
- Helps to understand the Endpoint quality stats
- Start the troubleshooting to know the call path
- Using path assessment tool, identify the hop causing quality degradation



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Cisco Prime Collaboration Analytics

Optimise The Cisco Collaboration Deployments

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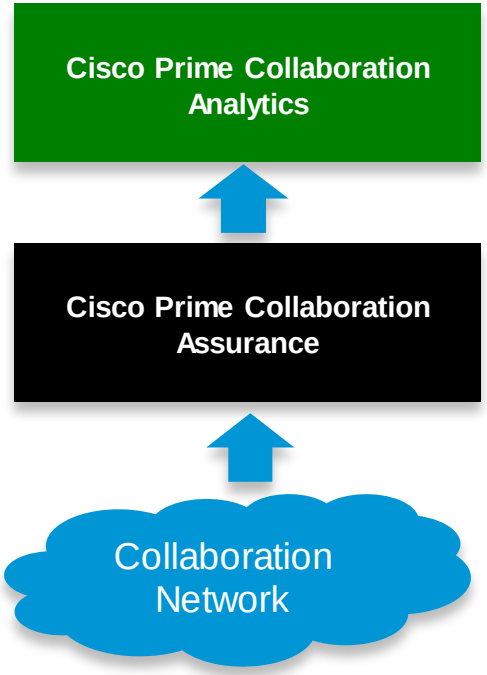
What is Prime Collaboration Analytics?

- UC & TelePresence customers are maturing and now looking for tools to help optimise the TCO
- Customers want to analyse
  - How end-users use the collaboration technologies
  - How to do effective capacity planning
  - What are the Collaboration traffic patterns
  - How can I distribute and optimise the network services costs
- Key users : CIOs/CEOs, IT Planners, IT Managers



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Analysing Collaboration Network: Challenges

Variety

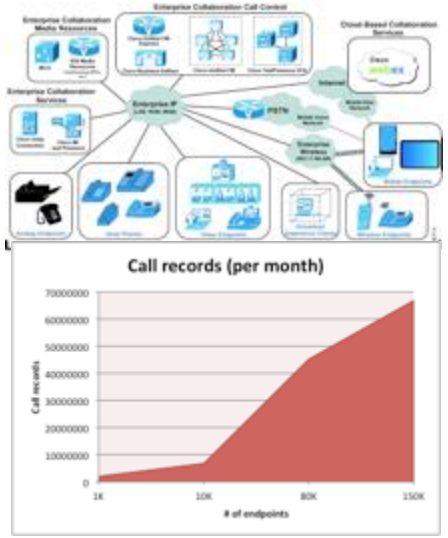
- 1000's of endpoints & numerous Collaboration network components
- Varied trending and reporting needs

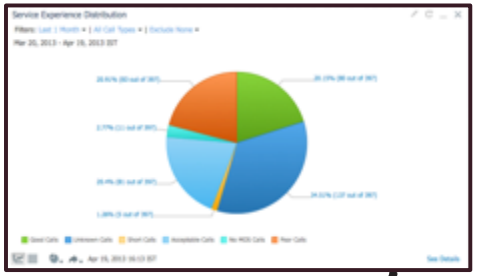
Volume

- Millions of Call Detail Records
- Huge amount of Network performance data

Velocity

- Continuous information flow
- Quick decision making based on reliable data





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Prime Collaboration Analytics

Ensure Optimal Resource Utilisation

Long term Trunk Group Utilisation trend helps us to ensure there is adequate capacity remaining to deal with sudden spike in Customer Call volume possibly due to natural disasters like volcano erupt.
– Steve, Voice Engineer, Booking.com

Cost Savings Through Resource Optimisation

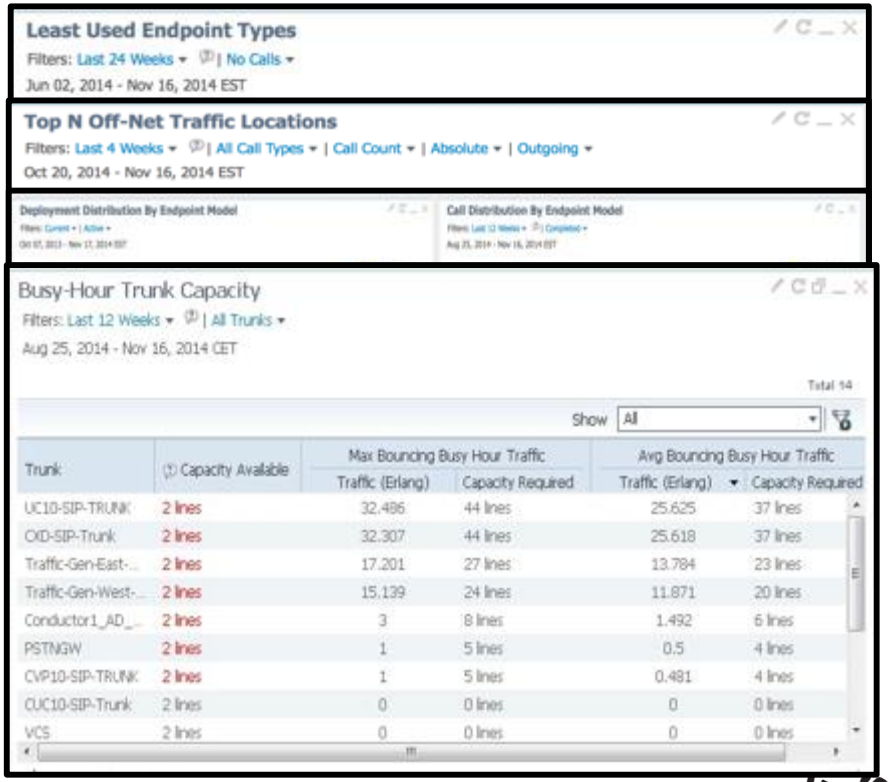
- Identifies under- and overused resources for redistribution.
- Expedites detection of off-net traffic trends for redirection on-net to reduce costs..

Smarter Investment Decisions

- Identifies technology adoption rate to anticipate expansion needs, including heavily used (preferred) endpoint types.

Effective Capacity Planning (forecasting Vs panic)

- Quick identification of capacity bottlenecks promotes adding capacity where its needed, improving quality of service.



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Cisco Prime Collaboration Analytics

Features

Technology Adoption

- Breaks down endpoints consumption/call usage by type, model

Service Experience

- Identifies call failure trends, long-term service quality distribution and most affected endpoints

Capacity Analysis and Asset Usage

- Tracks Trunk Busy Hour Traffic, Capacity of Conferencing (MCU), CAC location and DSP. Determines over or under used assets

Traffic Analysis

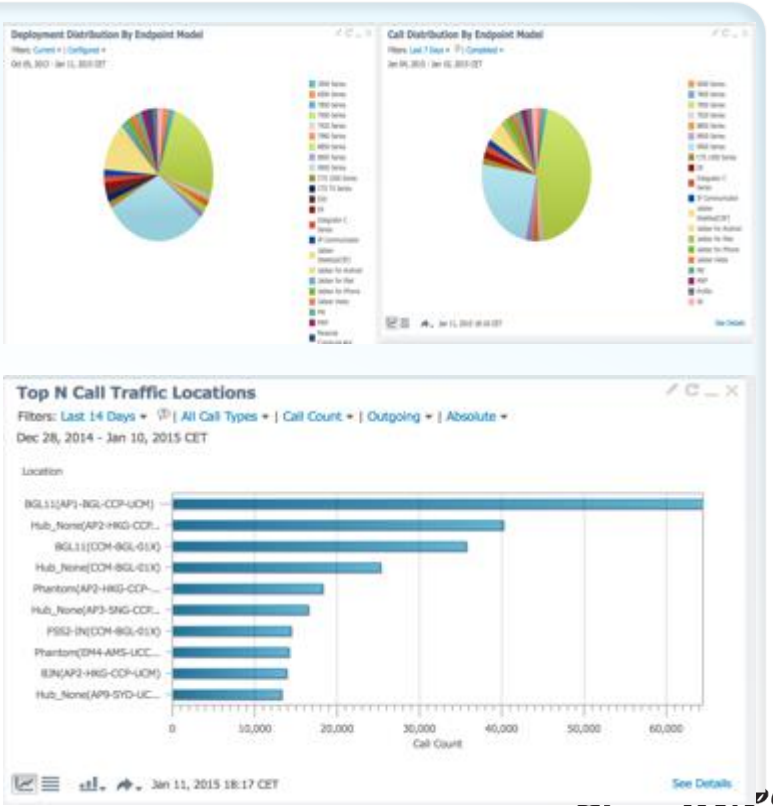
- Tracks dialed numbers, off-net calls, call traffic per location, and traffic type (external, internal, local, and more)

UC Systems Performance

- Measures utilisation of key system resources (CPU and memory)

Video Conferences

- Tracks Ad-hoc, scheduled, P2P, Multipoint and Multisite video conferences



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Prime Collaboration Analytics

Reports Management

Scheduled Reports

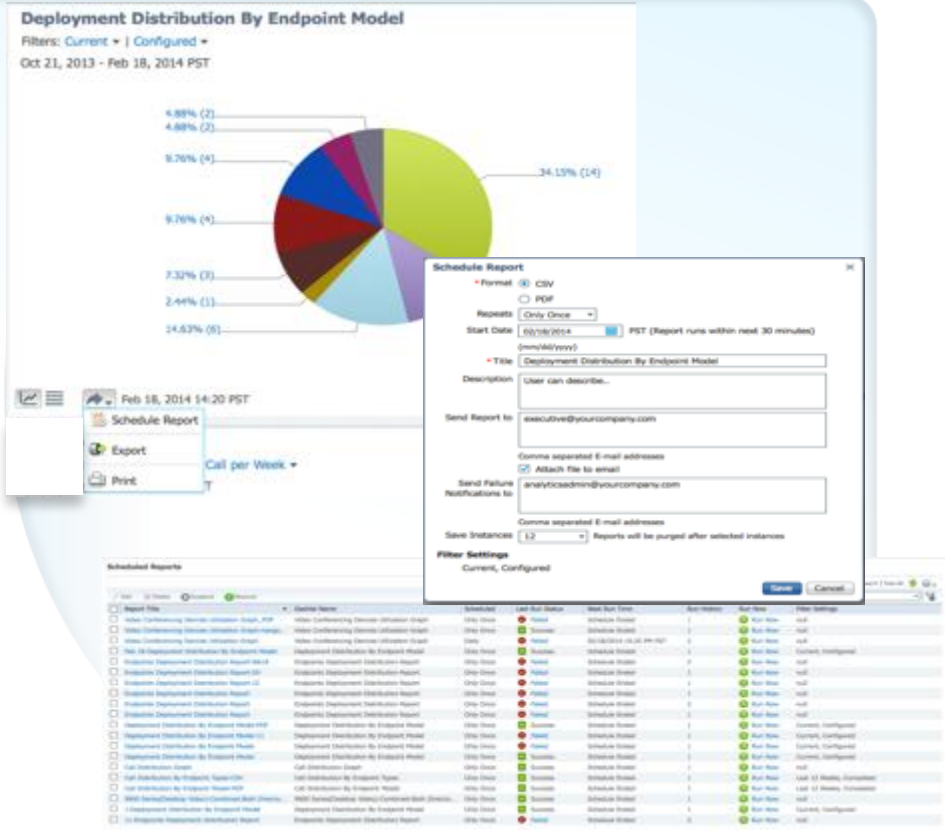
- System can automatically send the reports via email
- User can choose the day/time and frequency of the scheduled reports

Year long intelligence

- System keeps analysed statistics data for 13 months
- Raw data stored for 30 days

Customisation

- User can create custom reports for a variety of metrics and generate output in variety of graphical formats
- User can customise on-screen dashlets and dashboards
- Per user preference is saved



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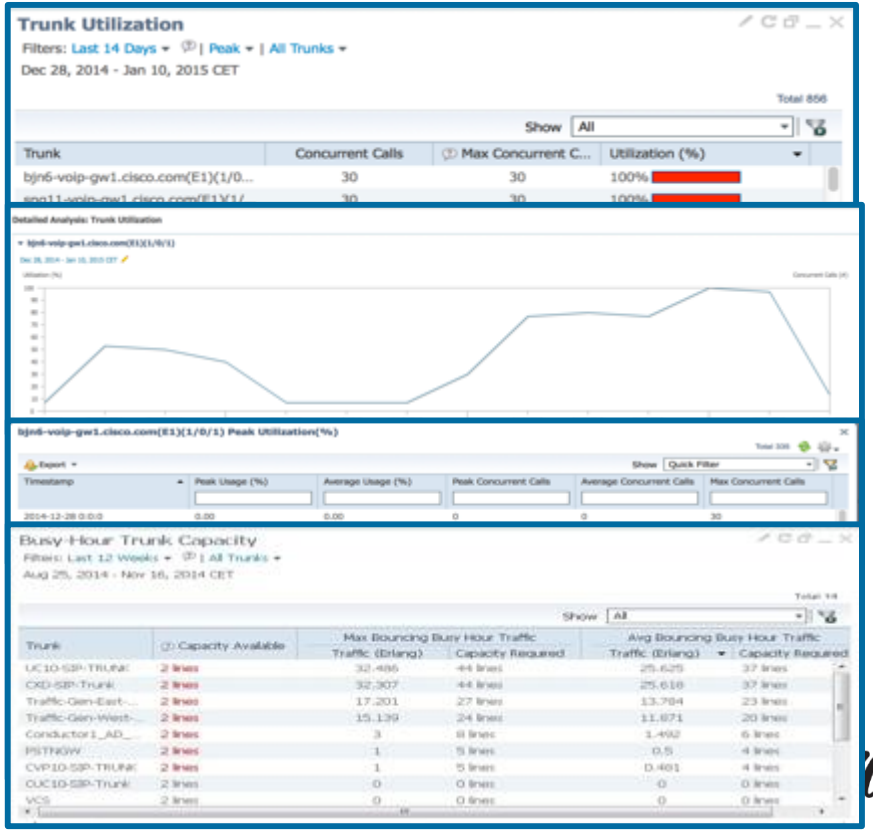
Cisco Prime Collaboration Analytics

Trunk Capacity planning - Workflow

- Identifies the Trunk/Route Group/Custom Trunk Group experiencing capacity bottle neck
- Drill down to see the Utilisation trends for past 13 months
- Export the detailed Utilisation for further analysis
- Monitor the Trunk Busy Hour Traffic and Available Vs. Required capacity

With increasing voice and video communication in my organisation, it is becoming critical for my team to understand the pattern of trunk usage and plan ahead for additional capacity to improve end-user satisfaction. – Sr. IT Manager (A large health care organisation)



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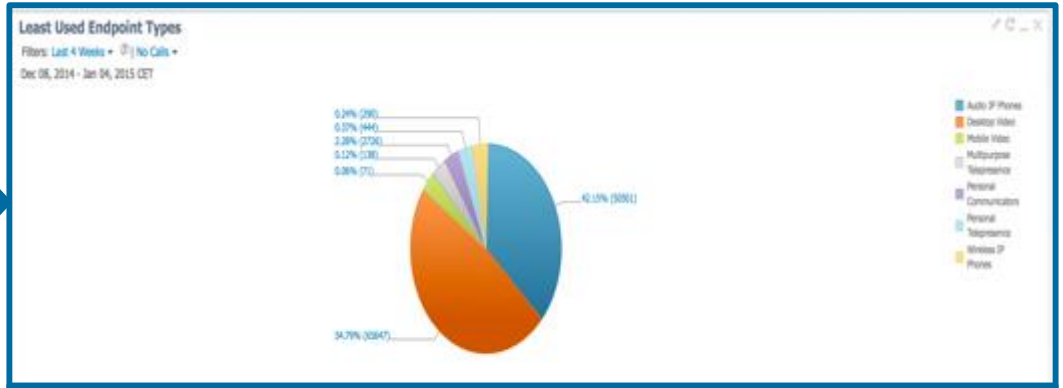
Cisco Prime Collaboration Analytics

Asset Usage and Service Experience Use case

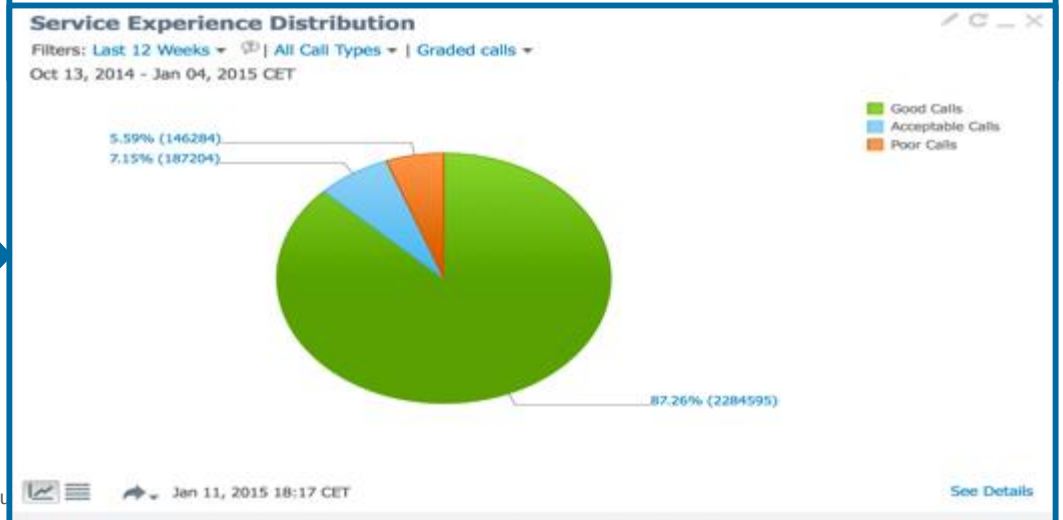
A common problem for my team is identifying which endpoints are provisioned, but are no longer in use. This issue is getting more complex as Cisco employees have multiple devices associated with their one directory number. Its becoming increasingly important for my team to gain visibility into endpoint usage. – Jim Marshal (Cisco IT)



An email from CIO:

Mr Administrator,

Its been six months since we migrated to the new Cisco IP Telephony technology. I would like to know how is our employees perceiving the new Cisco IP Phone experience. Can I get an update by tomorrow ?



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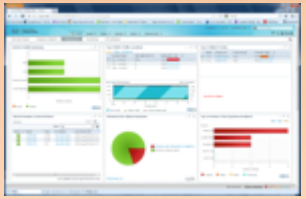
JABIL

Challenges

- Efficiently monitor large, multi-cluster, multi-site UC & Video network with 18K endpoints
- Reliably test multi-site collaboration connectivity
- Obtain immediate, actionable information about outages and service issues
- Effective capacity planning

Jabil is a global organisation that offers supply chain management and electronic manufacturing



Solution: Cisco Prime™ Collaboration (Assurance and Analytics)

"Cisco Prime Collaboration helps us manage our UC & Video environment in multiple ways – we use Topology view to gain visibility into our UC deployment. We leverage Prime Collaboration Alerts to create tickets for faster escalations. The Trunk utilisation trends help us with better capacity planning."

-Brent Gericke, IT Architect, Jabil

Results

- Single management for UC & Video environment
- Extensive usage of Topology views to gain visibility into UC & video deployment
- Home dashboards and drill downs help isolate the issues faster
- 25 sites deployed and tested using Prime Collaboration remote tests
- Integrated Prime Collaboration alerts with OSS system
- Improved capacity planning using Trunk utilisation trends

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Case Study: Managing a Massive Voice & Video Infrastructure with Cisco Prime Collaboration @ Cisco IT

- **Challenges**
  1. Efficiently monitor large multi cluster global UC network with 150K phones – 24X7.
  2. Consolidate and centralise UC management tools.
  3. Obtain immediate, actionable information about outages, including impact to endpoints.
- **Solution** – Cisco Prime Collaboration Assurance

  “ We can now see voice events when they happen with visibility into the network fabric, customisable views and all the fault details we need, right at our fingertips**”** – *David Neustedter, Architect, Cisco IT*
- **Results**
  - Increased QoS through synthetic testing without service disruption
  - Quickly troubleshoot call issues and minimise end user impact
  - Detect hardware and peripheral related issues that need to be fixed or replaced

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Cisco Prime Collaboration Takeaways and References

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Cisco Prime Collaboration
Summary

Speed deployments and reduce the time to do adds moves and changes

- Accelerate provisioning and delegate user MACD administration with control

Monitor and Test the Entire Voice and Video Network from a Single Product

- Reduce complexity and costs

Proactively Identify and Resolve Network Problems

- Maintain the highest quality of service possible
- Minimise effect on services and end users

Analytics

- Track resource and application usage over time to audit the deployment and plan for change optimally
- Identify service-affecting and user trends before they affect the user experience or the business

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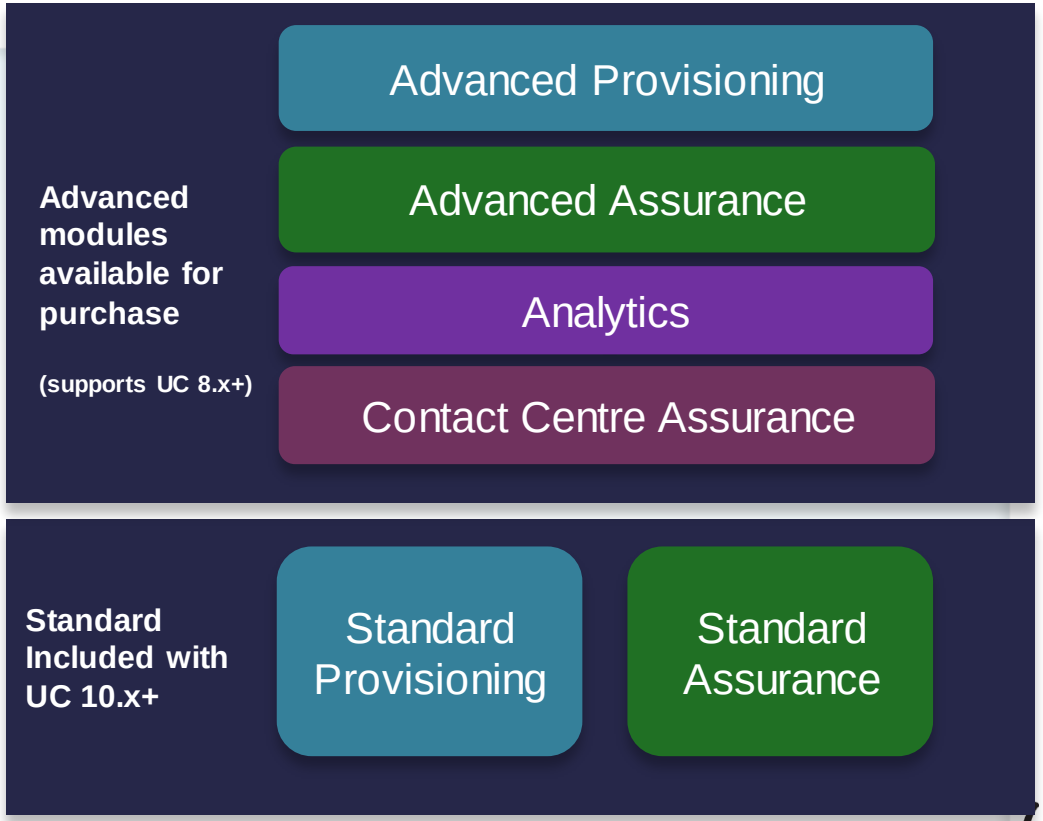
Packaging – Standard and Advanced

- Cisco Prime™ Collaboration Standard is included with all Cisco® 10.x Unified Workspace and User Connect Licensing and Advanced is available for purchase.
- **Standard**
  - Supports a single cluster
  - Enables provisioning of all voice and video services
  - Provides fault monitoring with basic statistics across voice and video
- **Advanced**
  - Standard features with support for CUCM 8.x through 10.x
  - Multi-cluster scale with additional automation
  - Deeper diagnostic capabilities, and Analytics



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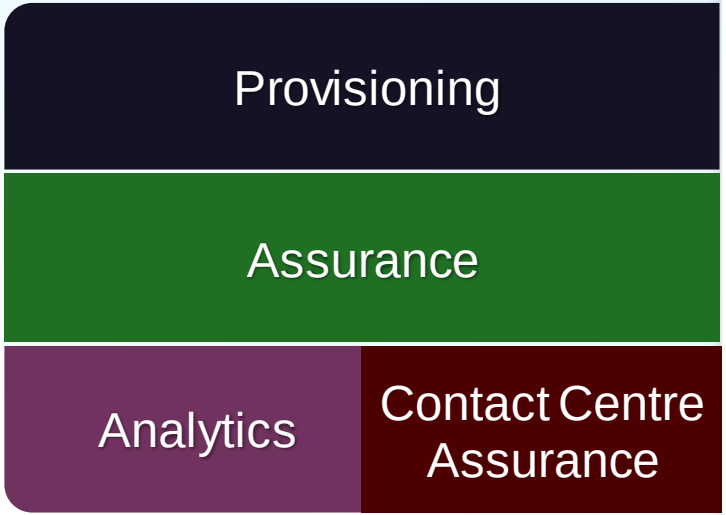
Cisco Prime Collaboration Advanced
Ordering Information

- Pricing is based on endpoint type and quantity or concurrent agent count.
- Licenses are stackable for later additions.
- Cisco SoftWare Support Services (SWSS) is required and includes major and minor upgrades and patches.



Note: Assurance is a pre-requisite of Analytics and Contact Centre Assurance

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Services

Technical Training

Professional VODs that show how to install and deploy:

http://www.cisco.com/web/learning/le31/le46/nmtg_training/webpages/Prime_Training_Prod_PCollab.html

Instructor Led Training available through Applied Concepts:
http://www.applied-concepts.net/

Implementation Services

Basic and Advanced services packages are available.

Support

We offer 24-hour worldwide support.

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Advanced Services
Prime Collaboration Service Offerings

The Software Integration and Orchestration (SIO) CoE offers services around NMS and the Cisco Prime Collaboration application.

These services include:

- **Solution Plan and Build** (also know as PDI – Plan Design Implement)
- **AS Fixed Price** Offerings
- **Application Optimisation and Integration** (Post Implementation)
- **OSS Optimisation** (Day 2 Services)

For more information on these services please reach out to your local Account or Sales team

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For More Information

Cisco Prime™ Collaboration Website

http://www.cisco.com/go/primecollaboration

Cisco Collaboration Community

https://communities.cisco.com/community/technology/collaboration?view=overview

Cisco® TAC Prime Collaboration Support Forum

https://supportforums.cisco.com/community/netpro/collaboration-voice-video/pcm

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For More Information – Additional Resources

Partner Resources

http://www.cisco.com/en/US/partner/products/ps12363/index.html

Demo: Prime Collaboration on dCloud

https://communities.cisco.com/community/partner/collaboration/contactcenter/projects/customer-collaboration-demo-portal?view=overview

Product Team Mailer

ask-primecollab@cisco.com

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Cisco Prime for IT - Demo Series

Prime Demo Series

Every Week*	Prime Demo Series Topic	Same Time	Same Place
Americas Edition			
Every Tuesday	Cisco Prime Collaboration	11:00 AM PST San Jose Time (90 Min)	bit.ly/PrimeDemo
Every Wednesday	Cisco Prime NAM & NGA		No Registration Required
Every Thursday	Cisco Prime Infrastructure		
* Exceptions: No sessions on US Public Holidays and Cisco Shutdown			
APJC Edition			
Every Tuesday	Cisco Prime Collaboration	12:00 PM Singapore Time (90 Min)	bit.ly/PrimeDemo-APJC
Every Thursday	Cisco Prime Infrastructure		No Registration Required
* Exceptions: No sessions on Indian Public Holidays and Cisco Shutdown			
EMEAR Edition			
Every Tuesday	Cisco Prime Collaboration	10:30 AM CET Paris, Berlin (90 Min)	bit.ly/PrimeDemo-EMEAR
Every Thursday	Cisco Prime Infrastructure		No Registration Required
* Exceptions: No sessions on Belgium/France Public Holidays and Cisco Shutdown			

Open to Customers, Partners and Cisco People

Software Trial Downloads | VoDs | Product Info | Etc. www.cisco.com/go/prime-demo

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Q & A

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