

# » Cisco CallManager Assessment Services



Is Your Unified Communications Solution Operating at Optimum Efficiency?

PC Connection's Cisco CallManager Assessment provides expert analysis of your current CallManager deployment. Checking your configuration against CCIE-defined best practices for Unified Communications (UC) deployments, our assessment gives you the competitive advantage you need. It provides valuable information to help you make upgrade and expansion decisions with the full understanding of how they will affect your UC implementation.

## Cisco CallManager:

Cisco CallManager is the software-based call-processing component of the Cisco enterprise IP telephony solution. It extends enterprise telephony features and capabilities to packet telephony network devices such as IP phones, media processing devices, Voice over IP (VoIP) gateways, and multimedia applications.

Cisco CallManager allows your IP telephony solutions to interact with additional data, voice, and video services such as unified messaging, multimedia conferencing, collaborative contact centers, and interactive multimedia response systems.

## Completing a Cisco CallManager Assessment:

- Provides a network inventory analysis
- Documents Cisco CallManager configuration
- Checks CallManager for Cisco best practice configurations
- Analyzes Cisco CallManager and Gateway call performance
- Documents Cisco Quality of Service (QoS) configurations
- Provides details on VoIP devices
- Summarizes network device performance
- Identifies network issues/concerns

## Assessment Deliverables:

- Cisco UC report
- CallManager dial plan
- CallManager devices
- CallManager services
- Asset report
- Network topology
- Detailed Windows Server analysis
- Detailed infrastructure analysis

## The Assessment Process:

1. Kickoff call to review documents and schedule the assessment
2. CallManager Assessment appliance is shipped to your site and remotely installed
3. Data is gathered for 5 days
4. Validation of data by PC Connection
5. Removal and return of appliance
6. Reports generated by PC Connection
7. Final deliverables and recommendation document prepared by PC Connection
8. Executive review of findings

## Benefits of a Cisco CallManager Assessment:

- Comprehensive UC documentation to help you better understand your dial plan and UC configuration
- Your UC Cluster performance is analyzed to identify issues or capacity concerns
- Your QoS configuration is detailed to provide performance analysis of your complete network
- The assessment ensures adherence to Cisco's CCIE best practices for optimal performance
- Your hardware and software are lifecycle analyzed to help you plan your IT budget more effectively

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Contact your dedicated Account Manager get started on your Cisco CallManager Assessment today.