Insight Cisco UC Health Assessment

What it does:

The Insight Cisco Unified Communications Health Assessment helps clients to ensure that they are getting the best from their existing Cisco Unified Communications environment, that it is operating optimally, and also provides guidance and recommendations to improve the health and stability of the systems.

Insight consultants will use proven methodologies customised for the user's environment to provide and make recommendations around best value, availability and performance, and provide a summary recommendation on future upgrade paths.

How does it work?

The Insight Cisco Unified Communications Health Assessment offers peace of mind for clients with an existing Cisco Unified Communications environment. An experienced Insight Consultant/Senior Engineer will perform an audit of the cluster, reviewing the health and vital signs, and checking conformance to best practice. They will then identify areas for improvement of the system, and recommendations for potential software and hardware upgrades.

The Insight Cisco Unified Communications Health Assessment identifies issues and areas of concern with the Call Processor and gateways. A follow-up workshop will be scheduled where findings and recommendations will be presented.

The service can be expanded to cover additional areas to review the supporting applications, such as Unified Contact Centre Express (UCCX), Unity Connection (CUC), Unified Presence/Jabber, Attendant Console (CUEAC) and other complementary applications.

Deliverables:

The Insight Cisco Unified Communications Health Assessment will deliver the following outputs:

1. Pre-assessment workshop call with key stakeholders to gain insight into perceived challenges, issues and desired outputs.

2. Information gathering phase where the consultant will access the systems. This can be completed remotely in most cases (client to facilitate remote access)

3. Our consultant will perform a detailed review of the gathered data

4. Identification of areas for optimisation of performance and configuration

5. Recommendations for remediation of faults, or known weak performance areas

6. Suggestions on new features and functionality that are available in the current/future software versions

7. Summary review of potential upgrade paths for the environment.

8. The submission of a detailed consultancy report, highlighting our findings and recommendations.

9. A post-assessment workshop call for a review of the report and to discuss next steps.

uk.insight.com

Methodology

Overview

The days are generally broken down as follows:

- 1-2 days information gathering phase depending on the size of the environment. This can be completed remotely in most cases

- 3-5 days for review of data, recommendations gathering and report collation

- 2-4 hour post-assessment workshop call for review of report and discuss recommendations.

There are five stages in the process:

- **Planning**

  - Gather relevant information before the client call/workshop:

  - Attain a high-level overview of the environment

  - Attain an understanding of any desired outputs or areas of focus from the customer

  - Relay access requirements to the client (e.g. facilitate remote access, login credentials required for all devices).

- **Pre-assessment workshop**

  - Project co-ordinator schedules call with the client, consultant to be in attendance

  - Identify key stakeholders and team members

  - Review project timeline, phases and outcomes

  - Expand knowledge on the client's existing environment

  - Cover what is in scope and out of scope

  - Identify any risks for the project

- **Assessment/information gathering phase**

  - Using the access provided by the client, review each of the systems in scope

  - Attain all licensing and version information

  - Utilise the various tools available to capture any logs, events or errors that are relevant

  - Investigate and gather further info on any areas where the client has highlighted specific issues or problems

- **Report**

  - Review findings from all tools and information and consolidate in to an Insight consultancy report.

  - Highlight areas where there are high-risk vulnerabilities, or security patches required

  - Highlight areas where in-built functionality or licenses that are not used could benefit the environment

  - Issue report to the client

- **Review Call**

  - Project co-ordinator to schedule call with the client, ideally one week post-report submission to allow time for the client to review and digest.

  - On the review call, the consultant will talk the customer through the report and discuss the recommendations

  - Clarify any next steps to continue the engagement or follow-up on our recommendations.