



Managed Voice and Managed Video

Overview

Your organization's voice and video services are the central nervous system of your business. Trust Cisco, the global leader in collaboration technology, to make sure these critical services are reliable and performing at an optimized level.

Cisco® Managed Voice and Managed Video offers provide proactive monitoring and management of your voice and video endpoints, voice gateways, Webex®-registered devices, core voice and video applications and the infrastructure they reside on. We combine unmatched intellectual capital, proven best practices, and automation to anticipate, identify, and resolve issues quickly and accurately and provide a consistent user experience. At the same time, you retain total visibility and control of your infrastructure. The results: improved service quality and reliability, expanded utilization, and increased return on your voice and video investments.

No matter how large or complex your environment, we make it simple to take advantage of state-of-the-art capabilities, while adhering to your organizational priorities and compliance requirements. We also work with your change advisory boards to ensure that voice and video services align with your policies, and that changes deliver the results you expect.

Technologies

Call Control

- Cisco Unified Communications Manager

Voicemail

- Cisco Unity® Connection

Conferencing

- Cisco Webex Meetings

Messaging

- Cisco Unified Instant Messaging and Presence and Cisco Webex Teams™

Mobile & Hybrid Services

- Cisco Expressway™ and Webex Video Mesh

Benefits

- Improve performance and quality of voice and video services
- Ensure always-on availability of critical services
- Proactively resolve issues before they affect your business
- Increase ROI with expanded utilization
- Simplify administration with a dedicated Service Manager
- Reduce risk by ensuring compliance with organizational policy
- Develop innovative new solutions with direct access to Cisco product engineering
- Let Cisco handle voice and video administration, so you can focus on business priorities

Customer success story

Financial Services

Customer challenges

- Update voice and video technology
- Reduce operating expenses
- Implement telepresence services

Cisco Services solution

- Move from competitor's legacy voice solution to Cisco IP Telephony
- Implement managed voice services
- Accelerate adoption of pervasive video
- Simplify workflow with automation

Business outcomes

- Improved and expanded voice service globally
- Reduced expenses with centralized system that reduced voice infrastructure footprint by 60%
- Increased video utilization—from 2% to more than 50%

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: [cisco.com/go/trademarks](https://www.cisco.com/go/trademarks). Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)

Why Cisco

- Global market leader in collaboration technology, with over 60% market share in UC Calling
- Unmatched expertise as the original equipment manufacturer
- Proven stability and reliability, with 90% of incidents detected and resolved proactively
- High customer satisfaction, with 91% renewal rate

Next steps

For more information on Cisco Managed Services, visit [cisco.com](https://www.cisco.com), or contact your sales representative.