CISCO UC UPGRADE SERVICES

A comprehensive approach to upgrading

CUSTOMER BENEFITS

- Reduce costly downtime by safely testing upgrades in a non-production environment.
- Simulate WAN latency using IXIA testing gear to mimic your exact configurations
- Debug version mismatch with your integrated systems
- Get recommendations on software versions, such as IOS routers that serve as a voice gateway based on the most bug-free and compatible version with your upgraded system.

There are many business drivers for organizations to perform UC upgrades. New feature sets provide important functionality that will positively affect business processes and the customer experience for end users. Plus, short-term fixes to an organization's existing system are draining resources' time. There's also the fact that systems are going into end of support (EOS) by Cisco and need to be upgraded to a newer version.

With a proven record of deploying some of the largest and most complicated UC upgrades, we've developed a multi-tiered approach to streamline the upgrade process, which helps our customers save money, and avoid risk and complexity. Layered together, the following services provide a turnkey solution for your UC upgrade.

LAB SERVICES

We offer customers multiple services that can be tailored to their different requirements. These range from an on-demand, UC Sandbox environment for testing that can be quickly spun up through advanced automation tools to fully customized proofs of concept that use exact configurations and data provided by customers. We've designed our UC lab specifically so customers can debug and troubleshoot prior to live upgrades.

INTEGRATION SERVICES

Our global integration technology centers allow us to stage all needed gear prior to an upgrade. This becomes very important when upgrades include a need for new servers (compute and storage) and/or if they include a refresh of endpoint devices (phones and room systems).

DEPLOYMENT AND LIFECYCLE SERVICES

Members of our professional services organization play a crucial role in a UC upgrade. After they ensure test upgrades are debugged and optimized in our labs, they perform live upgrades at our customers' sites. Our UC teams have been involved with dozens of upgrades, ranging from a simple one-site UC Manager Express deployment to a multi-mega cluster upgrade with nodes spread across the country and beyond.

Depending on the needs of the customer, our team provides knowledge transfer from system administration and configuration to end-user training and adoption of new technology.

▷ GET STARTED TODAY

Call us at 800.432.7008 or visit www.wwt.com to see how WWT can help you with your upgrade challenges.