Drive to 9 PDI Helpdesk
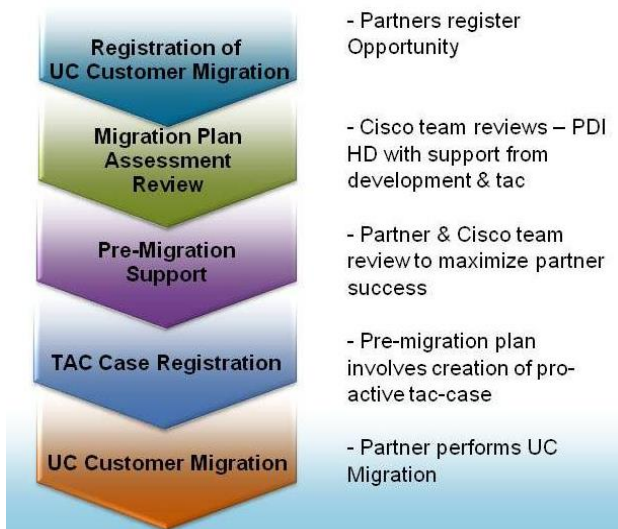## Cisco UC Migration Partner Support Service At-A-Glance
Offering Free Support Services for UC Migration Projects

What are Cisco's PDI UC Migration Services?
Cisco is offering complimentary consulting on Unified Communications (UC) migration projects to help build and complement a partners UC migration practice. Services include:

- Support from PDI-HD, TAC and Voice Technology Group
- Pre-Assessment of Project Plan and Logs
- Partner Mentoring
- Pro-active opening of TAC cases
- Liaison with Cisco product escalation teams

The PDI (Planning, Design, and Implementation) Help Desk, TAC and Cisco BU's provide Unified Communications certified partners with remote support during the planning, preparation, and execution of UC migration projects.

Registration of UC Customer Migration	- Partners register Opportunity
Migration Plan Assessment Review	- Cisco team reviews – PDI HD with support from development & tac
Pre-Migration Support	- Partner & Cisco team review to maximize partner success
TAC Case Registration	- Pre-migration plan involves creation of pro-active tac-case
UC Customer Migration	- Partner performs UC Migration

What are the benefits of using Cisco UC Migration Services?
By working with the UC Migration Services team early in the project lifecycle, partners can avoid problems during the maintenance-windows of the migration and reduce the need for downstream support. Since solid planning, design and preparation work can decrease the risk of potential issues a Partner's use of the UC Migration Services can increase their profit margins. This can also help to build the confidence from end customers to accelerate future upgrade project sales.

What are the customer benefits?
The PDI Help Desk Migration Services give partners a direct avenue and single point of contact / PDI Helpdesk Engineer for assistance and support. It helps partners provide each customer with a properly prepared migration relying on Cisco's best practices for a successful migration and customer signoff resulting in a satisfied customer.

How do the UC Migration Services work?
A partner can access the UC Migration Services by registering an opportunity through the UC Migration website. After initial opening the partner has direct communication with the assigned PDI Helpdesk Engineer. No on-site services are provided by the Migration Services Program – the provided information and consultancy is used at the partners discretionary. The scope of PDI Help Desk support includes assistance for the following:

- During the planning and preparation phases, the PDI Engineer will review the proposed project plan, review the provided logs with a direct communication channel to the development teams, provide best-practices documents, ensure checklists are verified and explain the best possible migration steps to follow. The migration services do not assist in a sales role to "close the deal" with the end customer

- During the migration execution, the PDI Help Desk can guide the partner engineers through issues by facilitating the communication with TAC after the partner opens a proactive case, by verifying and reviewing upgrade logs, by providing all possible information to the TAC or development escalation engineer.

- In all phases, the PDI Help Desk can educate engineers, provide relevant documents that can be used for this and future projects, and drive "best practices" - enabling the Partners to be more productive in future UC Migrations.

Who can access the PDI Help Desk?
The complementary UC Migration services are currently available worldwide to partners holding one or more of the following specializations for UC Collaboration with a maximum supported deal-size is 2500 endpoints:
- Adv. Collaboration Architecture
- Master Unified Communications
- Advanced Unified Communications
- Express Unified Communications
- ARP Unified MeetingPlace
- ARP Business Edition
- Cisco Distributors
- Cisco Systems Engineers

How can the UC Migration Services team be contacted?

The UC Migration Services team can be contacted via ucmigration@cisco.com. For registration of a UC Migration opportunity with the UC Migration services go to: http://www.cisco.com/web/go/ and provide the requested information. Somebody from the UC Migration Services team will contact you back in maximum 2 business days.

To learn about the latest tech tips or to post individual questions not related to a specific project – join the UC Migration Community at: https://www.myciscocommunity.com/community/partner/collaboration/uc/migratio nforum

Note: the UC Migration Team will never be in direct contact with the end-customer – it's up to the partner to decide if the end-customer should be aware of Cisco's involvement.

Case study and feedback:

Long View Systems:
http://www.cisco.com/en/US/services/ps2961/ps2664/Cisco_Long_View_CS_031 2.pdf

VERIZON BUSINESS LLC CZECH REPUBLIC – "The high level design we asked to be reviewed by the Cisco PDI Help Desk was not a typical solution Cisco is giving in their documentation. That's why it was a crucial for us to get a confirmation whether it is supported or not and PDI team where the only team who could do it."

Bell Canada – "the PDI helpdesk is extraordinary service that really makes a difference."

MANNAI TRADING COMPANY LTD W L L – "Excellent and prompt replies. One of the best thing about the case was the engineer was not in a hurry to close the case, which was very helpful in resolving our queries to the full extend."

BUCHER & SUTER AG – "I asked a simple question and received a straight answer within reasonable time. Just as it should be."

BYNET DATA COMMUNICATIONS LTD. – "I was surprised the Pdi engineer are very professional and there were no difference between working with Cisco tac to Pdi.   Thanks for your help."

POMEROY IT SOLUTIONS SALES COMPANY, INC – "The engineer was very knowledgeable and was able to answer our questions in their entirety. Thanks again, Jimmy"

PROMONLOGICALIS – "It was one of the best detailed service that I have ever received from PDI. All PDI Team are so great."