

10 Best Practices for Cisco HCS

As a growing number of businesses seek to migrate their communications systems to the cloud as a means to cut costs and leverage new technologies, Cisco Hosted Collaboration Solution (HCS) is helping Cisco partners offer cloud communications services via an attractive subscription-based model. This creates a lucrative revenue stream for service providers to greatly ease the migration to the cloud with highly flexible, differentiated offerings.

While Cisco HCS is designed to smooth the cloud migration and on-boarding process, service providers can further streamline that transition by following 10 best practices developed by tekVizion, a Cisco partner focused on accelerating connected business. These 10 steps are based on tekVizion's deep experience working with service providers to deliver optimized Cisco HCS services.

1 Make sure every aspect of the dial plan and user features are accounted for during the design stage.



2 Make sure every device is associated with a user



3 Always run the test plan before the migration for a base-line



4 Plan and design for interoperability with the existing PBX as migration is almost always a phased approach



5 Capture lessons learned from the pilot/first-site migration plan to incorporate it for the subsequent site migrations.



6 If it is a Cisco On-premise-to-HCS migration, upgrade the phone firmware to match the target firmware prior to the migration.



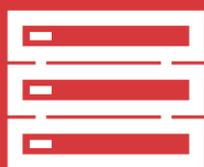
7 Validate your bulk loaders in a test bed before running it in production.



8 Enable OPTIONS Ping on the SIP trunk to the SBC. This will help confirm the connectivity to the SBC



9 Optimize the configuration and perform a comprehensive test for the PBX-PBX communication to avoid call loops.



10 Build automation tools to create bulk loaders from the data received from current state.



That last point is worth noting. Automation can greatly reduce time and costs while increasing reliability. In fact, our onPOINT HCS platform can help service providers increase revenue. We can accelerate user activations through automated data extraction, migration and provisioning. And we can validate software upgrades, security patches and new applications to ensure maximum uptime.

Following these 10 best practices and employing automation can greatly accelerate migration with Cisco HCS and help service providers grow their business. To learn more go to www.tekVizion.com.