

InformaCast Fusion: JumpStart

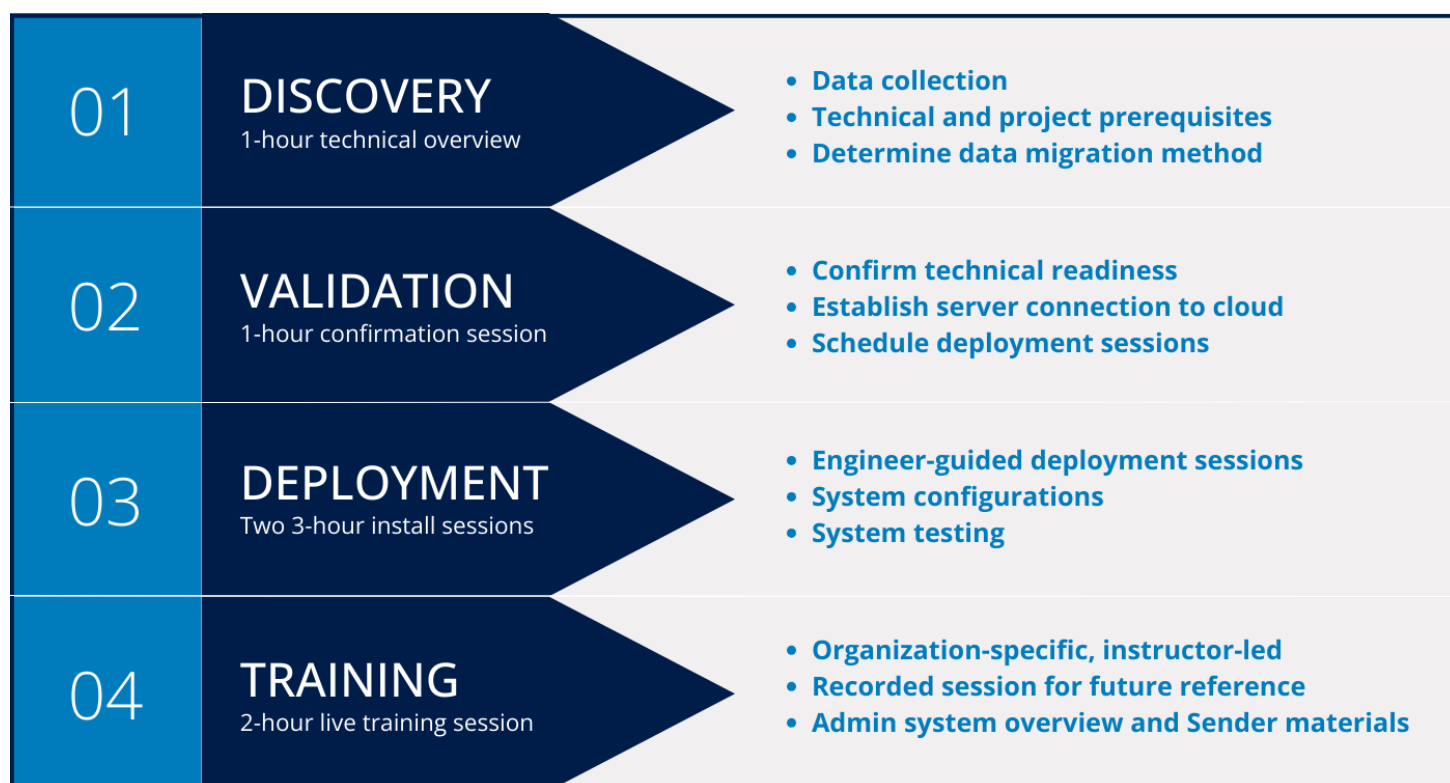
Statement of Work - Advanced to Fusion Migration

Scope of Services:

This Statement of Work describes the Professional Services to be performed by Singlewire Software. This project will provide migration assistance for select configuration and functionality from the Customer's legacy InformaCast Advanced deployment to a new InformaCast Fusion environment. The primary outcome of this engagement is to leave behind an InformaCast Fusion implementation that accounts for fundamental legacy functionality in addition to expanded Fusion capabilities.

Project Overview:

Singlewire implementation specialists and engineers will use a proven four-step process to ensure the deployment objectives are delivered in a timely manner. Engagements are typically completed within 30 days.



Singlewire Project Deliverables:

DISCOVERY

- **Kick-Off** - Initial meeting to review Statement of Work, project plan, and technical requirements
- **Project Coordination** - Ensure timely completion of all project deliverables
- **Fusion Server(s)** - Confirm the installation and proper configuration for distributed Fusion servers at up to two (2) sites or for one (1) failover pair
- **Paging Gateway(s)** - Review configuration and migration options for Paging Gateways for up to two (2) sites

RECIPIENTS

- **Telephony Provider** - review and configure necessary parameters for integration with IP Telephony provider:
 - Provide migration and configuration assistance for integration to one (1) Cisco UCM cluster **OR**
 - Migration and configuration assistance for integration to one (1) UCaaS telephony provider as detailed: [Phone System Integrations](#)
- **Desktop Application** - Assist with configuration of initial desktop(s) to ensure correct registration process (*NOTE: bulk deployment is customer responsibility*)
- **User-Loader** - Configure or build (1) User-Loader for bulk import or synching of mobile users
- **Security Groups** - Confirm system default security groups (2) support defined use-cases
- **Distribution Lists** - Confirm system default distribution lists (2) support defined use-cases
- **IP Speakers** - Provide migration and configuration assistance for IP Speaker devices registered with legacy InformaCast Advanced servers
- **Legacy Paging Interface** - Provide configuration assistance for manual migration of any paging zones using the Legacy Paging Interface feature
- **Device Groups** - Assist with configuration or migration of Recipient Groups from legacy InformaCast Advanced

INITIATORS/TRIGGERS

- **Command Center** - Confirm use-case compatibility and provide configuration assistance as necessary
- **Mobile App** - Confirm test group has the ability to initiate Scenarios from the mobile app (*NOTE: bulk deployment is customer responsibility*)
- **Bell Schedules** - Assist with configuration or migration of bell schedules and ring lists from legacy InformaCast Advanced servers
- **DialCast** - Assist with configuration or migration of DialCast dialing patterns and associated settings from legacy InformaCast Advanced servers
- **CallAware** - Assist with configuration or migration of settings from legacy InformaCast Advanced servers of dial patterns within Cisco UCM that are monitored by CallAware



NOTIFICATIONS

- **Scenarios** - Assist with configuration of scenarios (5) to support the defined use-cases
- **Notification Profiles** - Assist with configuration of notification profiles (2) to support the defined use-cases
- **Messages** - Assist with configuration or migration of notification messages from legacy InformaCast Advanced servers

TESTING

- **Initiators** - Initiate test messages from defined initiators/triggers to ensure proper installation and configuration
- **Recipients** - Confirm successful receipt of test messages to designated Recipients

TRAINING

- **Admin** - Provide (1) 2-hour customized Admin Training session (will be recorded and provided to the customer at the conclusion of the project)
- **Sender** - Provide Sender training materials for train-the-trainer methodology

Customer Prerequisites - General:

- Provide the appropriate personnel to participate in the successful execution of this project. This may include but is not limited to: Project Manager, VoIP Engineer, Network Engineer, Server or VMware Engineer, User Directory Administrator, and Notification Stakeholders.
- Complete discovery materials and other required information for design and planning in a timely manner.
- Acknowledge that Singlewire engineers will perform project-related work remotely and during standard business hours as they pertain to the location of the Singlewire Engineer. This is typically Monday through Friday from 8:00 am to 5:00 pm (CST). After-hours work requiring Singlewire resources may incur additional charges.
- Acknowledge that Singlewire makes every effort to complete projects as quickly as possible. Projects must be completed within one (1) year of the original purchase date. Projects not completed in this timeframe may be closed by Singlewire.

Customer Prerequisites - Technical:

- **Fusion Server Deployment** - Obtain a Fusion hardware appliance or provide a VMware ESXi environment for the virtual Fusion server.
 - [Install the Fusion hardware appliance](#) as a physical machine. **OR**
 - [Download and deploy](#) the Fusion OVA to an ESXi host.
- **Initial Server Configuration** - Complete the [initial network configuration](#) steps and assign the Fusion server(s) a static IP address.
- **Port/Firewall Configuration** - Verify all LAN, WAN, and PSTN circuits are terminated and functioning correctly and that any firewalls in the traffic path are configured to allow Fusion to function. Proxy servers between Fusion and the internet are not supported. ([Port Configuration & firewall details](#))

- **Bandwidth** - Ensure adequate bandwidth is provisioned on links and QoS queues have sufficient capacity for application traffic. ([Quality of Service](#))
- **Multicast Traffic** - Ensure the network routes IP multicast traffic from the Fusion server to all endpoints that require audio (VoIP Phones, IP Speakers, and/or Desktops). Alternatively, be prepared to deploy Singlewire Paging Gateways to carry unicast notification audio across WAN links. ([Multicast Design](#)) ([Multicast Troubleshooting](#))
- **Generic Multicast Streams** - If using the Multicast Streams feature, allocate and assign multicast addresses, ports, and channels to be used by InformaCast Fusion. Also, be prepared to supply this configuration to desired IP phones through your telephony provider's suggested provisioning method. ([Generic Multicast Streaming Phones](#))
- **On-Premises Devices** - Ensure any hardware and software to be used and/or integrated with is compliant with InformaCast. This includes but is not limited to Cisco UCM versions, VoIP telephony, IP Phones, IP Speakers, contact closures, VMware ESXi versions, etc... ([Compatibility Matrix](#))
- **Paging Gateways** - Ensure any Paging Gateways (hardware or virtual) that are to be repurposed into the new Fusion environment meet the minimum hardware and software requirements ([Paging Gateway Requirements](#))
- **User Loader** - Review User Loader options and select the best option for your environment. Review resources and prepare the appropriate requirements. ([Local User Loaders](#)) ([Cloud User Loaders](#))
- **Cisco Unified Communications Manager** - Schedule and perform any after-hours work that may be required, such as rebooting phones (e.g. when using HTTP phone activations, each phone must have its web server enabled and authentication URL updated. These changes require phone reboots for the changes to take effect). **Note:** Customers running unsupported versions of Cisco UCM assume the risk of certain features or functionality not working as intended. Singlewire will provide limited technical support to issues arising from unsupported versions. Customers should plan to upgrade their Cisco UCM infrastructure to a tested and supported release to mitigate this risk.
- **UCaaS Solutions** - Provide SIP configuration details to be used to register InformaCast as a SIP endpoint. This may include but is not limited to: SIP User Credentials, SIP Registration Server, Signaling protocol, Proxy Server, and SIP URI. Provide all programming required within the Customer's IP PBX environment. ([Full vs Limited Support Telephony Providers](#))
- **Advanced to Fusion Migration** - Upgrade legacy InformaCast Advanced to current shipping release at the time of engagement (or be currently running version 14.14.1 or higher) to gain access to InformaCast Fusion Migration Tool. This tool can be used to migrate select configuration elements into InformaCast Fusion. In lieu of upgrading and using the migration tool, Singlewire will assist in migrating a reasonable amount of select configuration data.

Project Close:

These Professional Services will be considered completed and closed when the Singlewire Responsibilities listed above have been accomplished. If any issues are outstanding that are directly caused by another vendor's equipment or software, the project will still be considered closed.



Terms Incorporated By Reference:

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