

# Level Platforms At a Glance



For  
Small  
Business



## Cisco Smart Business Communications System integrated with Level Platforms

### What is this solution?

The Cisco Smart Business Communications System (SBCS) is a complete voice and data solution designed to give you fast access to the people and information resources you need to be efficient and productive. Designed for flexibility, the solution provides a level of integration with third-party applications that other vendors cannot match. Now SBCS integrates with Level Platforms Managed Workplace 2009 to provide comprehensive remote monitoring and management. This managed services solution lets small and medium-sized businesses provide rapid remediation and enhance the stability, security, and performance of their business network.

### What business issues does the solution solve?

Managed Workplace 2009 provides everything organizations need to remotely monitor and manage small business IT environments through a single, web-based dashboard. The lightweight Onsite Manager software running at the business's site delivers monitoring and management to the managed services provider. It integrates smoothly with SBCS to monitor all network components, using industry-based standards and protocols. Onsite Manager securely communicates with the Service Center application, which resides at the partner or reseller site. Two configurations are available: a hosted solution and an on-premises solution. For the hosted solution, the Service Center application resides at a hosting provider, and the IT solution provider uses a virtual hosted dashboard for an all-in-one managed services offering. For the on-premises solution, the Service Center resides at a partner's or reseller's premises to support customizable dashboard views and a partner-controlled and branded user environment. You can work with your partner or IT solution provider to develop a solution that is best for your specific needs.

### What are the benefits?

In today's competitive marketplace, businesses depend on the network to support their most critical business processes. Combining Cisco and the Level Platforms solution enables the network to perform better, with greater uptime and reliability, delivering a higher return on your technology investment. Managed services providers can create new, recurring revenue opportunities while controlling costs by using Managed Workplace 2009 together with SBCS. At the same time, end users experience better uptime and performance, which frees them to focus on their business instead of their network. Table 1 describes the solution's features and benefits in more detail.

**Table 1.** Features and Benefits of Level Platforms Managed Workplace 2009

Features	Functions	Benefits
Best practices monitoring and alerting	Extensive library of policy modules supports best practices monitoring, alerting, and management	Provides immediate alerts on critical IT issues to speed issue resolution
Comprehensive asset management	Supports automatic discovery of network assets and continually updated, accurate information	Lets organizations easily identify maintenance opportunities and optimize configurations
Rapid remediation	Can create rapid connections from any Internet-connected PC to any network device at the business site	Speeds problem resolution and avoids the delays and security risks posed by the reliance of traditional remote control software on external websites
Patch management	Enables automated patching for Microsoft systems and software based on Windows Software Update Services (WSUS)	Helps ensure that the network is protected with immediate patching directly from Microsoft
Automated and on-demand reporting	Provides compelling reports, including executive summaries, security, performance, server health, asset-related data, and work performed	Lets organizations easily collate and compare data
Partner services	Provides award-winning complimentary business support and technical training, as well as unlimited access to online portal resources	Helps managed services providers built their business quickly based on best practices
Multisite support	Can support call recording and monitoring at multiple locations, with remote management capabilities	Provides solution benefits to extended organizations

### Why Cisco and Level Platforms?

Cisco, the worldwide leader in networking and communications, has teamed with Level Platforms to deliver a complete managed services solution for proactive network monitoring. Founded in 1999, Level Platforms offers deep managed services expertise, and has established itself as the market leader in adoption, product innovation, and commitment to partner success. Together, our experience and innovation enable us to deliver a powerful network monitoring solution that helps businesses minimize downtime, enjoy a greater return on their IT investment, and focus better on their core business.

### What do you do next?

Contact your Cisco representative to ask how the Cisco Smart Business Communications System integrated with Level Platforms Managed Workplace 2009 can help small businesses improve the visibility, management, and remediation of their technology investment, to keep critical business operations running at their best.

For information on Level Platforms, visit <http://www.levelplatforms.com>

For information on Cisco Small Business Solutions, visit [www.cisco.com/go/smallbusiness/](http://www.cisco.com/go/smallbusiness/)



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