Network Infrastructure Remote Deployment Support delivers scheduled technical consultation and support from Cisco Advanced Services engineers during your most challenging network deployment efforts.

SERVICE OVERVIEW
Network infrastructure deployments are technically complicated and logistically challenging. It is not uncommon for unforeseen issues to arise, errors to be made, or seemingly minor technical details to be overlooked. Even if a deployment team has the skills and resources to effectively manage most efforts, there are times when the added support of highly trained networking experts can prove invaluable.

Cisco can deliver that support when you need it most. Cisco Advanced Services engineers have hands-on experience in areas such as high-performance IP routing, LAN and WAN switching, complex ATM technologies, evolving IP technologies, and leading-edge metro optical technologies. They also have an in-depth understanding of your network design and implementation plans, since they are the same engineers who helped you develop those plans.

All of this knowledge and expertise makes your Cisco Advanced Services team uniquely capable of providing remote assistance, if needed, during your critical infrastructure deployment efforts. This level of support during the implementation phase of your network lifecycle prepares you for the expected—and the unexpected—and can empower you to achieve a successful, on time deployment.

NETWORK INFRASTRUCTURE REMOTE DEPLOYMENT SUPPORT SERVICE
The Network Infrastructure Remote Deployment Support service provides scheduled standby support for one or two deployment-related hardware, software, or configuration events per month, for a combined total of up to 16 hours per month. This support is delivered during a period of time that is pre-determined by you, according to your needs. The timeframe must be requested 21 days in advance to ensure availability.

Throughout that scheduled timeframe, your Cisco Advanced Services team is available remotely—day or night—for consultation and support. Because the engineers on your team are familiar with your network infrastructure and have experience with similar types of deployments, they can help you manage technical challenges and resolve deployment-related issues quickly and efficiently. In the event that an issue requires escalation, a Cisco Advanced Services engineer with related expertise handles the issue promptly, minimizing the potential impact to your deployment schedule or overall network stability.
FOLLOW-UP SUPPORT
Cisco understands that your deployment project does not end when the scheduled Network Infrastructure Remote Deployment Support service timeframe is over: the efforts that require standby support from Cisco Advanced Services engineers comprise a small portion of the work that is necessary for a successful infrastructure implementation. For this reason, you also receive follow-up support in the form of weekly status updates.

During the weekly status updates, your Cisco Advanced Services team reviews the progress of your deployment, discusses outstanding technical issues, and informs you of any field alert notifications that may impact the project so you can prepare accordingly. In this way, the status updates enable you to work proactively to maintain your implementation schedule. They also help assure that you will not overlook critical or unresolved details, preventing minor concerns from becoming major problems.

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<tr>
<th>Activities and Deliverables</th>
<th>Benefits</th>
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<tr>
<td>Remote Deployment Support</td>
<td>• Speeds the identification, escalation, and resolution of deployment-related issues</td>
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<td>• Significantly reduces the potential impact of issues on your deployment schedule and network stability</td>
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<td>• Minimizes the possibility of deployment errors or costly delays</td>
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<td>• Enables you to take advantage of the wealth of Cisco expertise gained as a result of similar deployments</td>
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<td>• Gives you the security of knowing that the entire Cisco team is focused on helping you achieve your business goals</td>
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* Actual number of events supported will vary depending on the size of your network and your network infrastructure activity.

AVAILABILITY
Network Infrastructure Remote Deployment Support is available globally. To obtain the most current availability status, contact your Cisco Service Account Manager.

SUMMARY
Network Infrastructure Remote Deployment Support delivers the consultative support and technical assistance you need to resolve issues quickly and maintain your deployment schedule. It is a standard component of Network Optimization Support, which bridges technology and expertise gaps to help you attain the highest return on your Cisco investment.

Network Optimization Support and its Network Infrastructure Remote Deployment Support service are both part of Cisco Advanced Services. Cisco Advanced Services helps speed the migration of advanced technologies into your network and offers support throughout the network lifecycle.

ORDERING
Network Infrastructure Remote Deployment Support is included in your subscription to Network Optimization Support and may not be ordered as an a la carte service. Other network implementation services may also complement its activities and deliverables and enhance its benefits.

FOR MORE INFORMATION
For more information about Cisco Advanced Services or Network Infrastructure Remote Deployment Support, contact your Cisco representative.
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