

Cisco Combined Services Address Your Network-Level Support Requirements Simply and Easily



Offering you a more comprehensive services solution and simplifying the services purchasing process can help you do that. Cisco's global customers can benefit from a process.

Having the ability to purchase much needed Technical Services and Advanced Services subscription on a single contract is an easier way to protect your critical network infrastructure and applications. Developed with your business needs in mind, Combined Services helps boost your network availability while reducing administrative costs. It simplifies the way services that support your business goals are obtained both in the short term and the long term. To support your business expansion, products can be added to the original Combined Services contract with the same mix of services; the net effect of these capabilities is to reduce the complexity of contract management.

Now you can bundle Cisco® Technical Services and Advanced Services subscriptions in one transaction, simplifying negotiations. You no longer have to maintain multiple service contracts, and internal approval cycles are reduced. Flexibility allows you to select the right level of services to meet your business requirements. Budgets are more predictable as your combined Cisco Technical Services and Advanced Services subscriptions can now be funded under the same budget cycle.

Combined Services is a smarter way to manage your relationship with Cisco Services. Through a collaborative team effort, Combined Services allows you to keep existing networks performing at optimal levels and helps prepare your networks to support new business processes, applications, and technologies – using Cisco's engineering and business expertise, best practices, and intellectual capital – with a focus on aligning technology and business objectives.

Cisco Technical Services Help Protect your Networks and Investment

Cisco Technical Services help ensure that your products, applications, and network operate efficiently and benefit from the most up-to-date system and application software.

Technical Services Levels		Advanced Service Subscriptions	
			
<ul style="list-style-type: none">8x5xNBD8x5x48x5xNBD OS8x5x4 OS	<ul style="list-style-type: none">24x7x424x7x224x7x4 OS24x7x2 OS	<ul style="list-style-type: none">Network Optimization Service<ul style="list-style-type: none">- Network Assessment- Network Support- Network LearningAdvanced Technology Optimizations<ul style="list-style-type: none">- Collaboration- Data Center and Virtualization- Enterprise Networks	<ul style="list-style-type: none">Network-Level Technical Services<ul style="list-style-type: none">- Technical Services Advantage- Smart Assist ServiceCollaboration and VideoSecurityVirtualization (Unified Computing System™)Cisco® Technical Education

Hardware Support

Smart Net Total Care

Cisco Smart Net Total Care™ is an award-winning technical support service that gives you direct, anytime access to Cisco engineers and an extensive range of technical resources. Cisco Smart Net Total Care delivers fast, expert technical support; flexible hardware coverage; and entitlement to smart, personalized capabilities that help you resolve critical network issues.

Smart Net Total Care includes:

- Global, 24-hour-a-day, 365-day-a-year access to the Cisco Technical Assistance Center (TAC).
- Flexible hardware replacement technical service levels with optional onsite services that allow you to choose from:
 - 8x5x next business day
 - 8x5x4 hour
 - 24x7x4 hour
 - 24x7x2 hour
- Access to online knowledge base, communities, and tools.
- Operating system (OS) software updates, including both minor and major releases within your licensed feature set.
- Comprehensive, web-based user community for self-service support of smart capabilities.
- Proactive diagnostics and immediate alerts on devices enabled with Smart Call Home, which provides proactive, detailed diagnostics and immediate alerts on core network devices. Devices equipped with Smart Call Home technology can notify you of potential issues using a secure, personalized web portal that contains messages, detailed diagnostics, and recommendations.

Software Support

Cisco Software Support Service (SWSS) supports your critical software applications and suites that help keep your systems running smoothly. Improved availability and efficiency protect your network and your investment in Cisco software products with access to TAC, online resources, and the latest application updates and upgrades:

- Global, 24-hour-a-day, 365-day-a-year TAC access
- Software maintenance and minor updates
- Software upgrades
- Access to Cisco.com knowledgebase, where 85 percent of issues are resolved

Get Increased and Comprehensive Coverage with Network-Level Technical Services Offerings

Our Technical Services network-level support helps provide better integration with the corresponding Advanced Services subscription optimization services for architectures and new technologies. Combined Services makes it easier to get additional support required to keep current and competitive:

- Security
- Collaboration/Video
- Virtualization (Cisco Unified Computing System™)

Additional network-level support includes:

- Smart Bonding
- Technical Services Advantage (TS Advantage)
- Smart Assist Service
- Cisco Technical Education

Technical Services Security

Our [Advanced Technology Support Security](#) option helps manage network security risk through a systematic, architectural, and proactive approach that addresses the entire network lifecycle and is built upon a standards-based infrastructure. You can gain confidence that your security infrastructure is providing a robust, comprehensive defense in the face of evolving business requirements.

Technical Services Collaboration/Video

Our [Collaboration and Video](#) services help keep your collaboration platform investment current. Cisco Technical Services Collaboration offerings focus on enhancing the effectiveness of your Cisco Collaboration Solution and help support your team.

Smart Bonding

[Cisco Smart Bonding B2B](#) is the integration and synchronization of a trading partner's case management system with the Cisco TAC. It enables the partner to create, monitor, update, and close Cisco service requests from its own ticketing system and synchronizes case information instantly, eliminating delays associated with iterative status updates.

Cisco Technical Service Advantage

[Cisco Technical Services \(TS\) Advantage](#) goes beyond “just fix it” to help you achieve specific operational outcomes so you can help keep business processes running, accommodate new technologies, and hold the line on costs. Cisco TS Advantage is a comprehensive, flexible, premium technical service that helps you support your network overall. It’s delivered by a team of highly experienced Cisco technical experts who get to know your network intimately. TS Advantage also includes Asset Management and Smart Assist.

Cisco Smart Assist

[Cisco Smart Assist Service](#) is a consultative service delivered by Cisco experts who remotely help you set up and support your smart-entitled service. Offered as part of TS Advantage or individual service with Combined Services, Cisco provides guidance for installing your smart capabilities, such as Cisco Collection installation, Cisco Smart Net Total Care (SNTC) portal registration, and file uploads to the portal, as well as assistance with product inventory collection and installed base reconciliation. You also receive technical support for the SNTC portal and collections.

Cisco Technical Education

[Cisco Technical Education](#) offers professionals online access to just-in-time training on a variety of topics, such as routing, switching, data center, and security technology.

Cisco Subscription-Based Advanced Services

Combined Services allows you to easily include a personalized mix of Advanced Services subscription with all of the preceding Technical Services. Advanced Services subscription services are designed to be delivered on a repeatable basis, with end dates that are time-based rather than deliverable-based, for the purpose of ongoing operations and performance improvement offerings. These services are available across the following enterprise architectures:

- [Data center and virtualization services](#)
- [Enterprise network services](#)
- [Collaboration services](#)

The range of available Cisco Optimization Services helps you evolve your core and advanced technology network solutions to support business growth, deliver next-generation services, and maintain competitive advantages. Addressing the ongoing support needs of all aspects of your network, including data center, security, storage networking, wireless, and unified communications, this portfolio of offerings helps you realize the full value of your network investments. It also helps you launch your transformational initiatives and take advantage of the benefits of growing trends, such as virtualization and cloud computing within your data center.

Some of the most widely used Core and Advanced Technology Optimization Services include:

Network Optimization Service:

- Network Assessment
- Network Support
- Network Learning

Advanced Technology Optimizations:

- Collaboration
- Data Center/Virtualization
- Enterprise Networks

Learn more about the full range of [Cisco Advanced Service Subscription](#) offerings.

A Leading Financial Institution Benefits from Combined Services

A major global financial institution, which provides services to more than 48 million customers in more than 50 countries, relied on Cisco Smart Net Total Care and Network Optimization Service for its network infrastructure. Recently, it combined its capital and global retail banking divisions under a global services agreement with Cisco; however, the support needs of each remained significantly different.

Using the new Combined Services purchasing mechanism from Cisco, the financial institution could be sure to provide coverage for its current systems while gaining flexibility for future Advanced Services engagements. The Combined Services agreement enabled it to engage Advanced Services proactively as its needs emerge and to spend the services budget accrued with the Combined Services agreement.

Combined Services also provides the institution with a globally consistent purchasing mechanism that aligns with its preferred operating expenditure model and eliminates contract surprises. As a result, the financial institution enjoys more predictable budgeting.

The institution has gained significant business value and appreciates the flexible approach to using Advanced Services and Cisco Smart Net Total Care Service. With Combined Services, it can remediate its network and move forward on the right path for growth.

Customer Benefits

Cisco Combined Services addresses the full spectrum of your business' support requirements from reactive to operational. In addition, Combined Services provides the following benefits. You can:

- Reduce administrative costs
- Reduce the number of service contracts and internal approval cycles
- Personalize Cisco Services to meet your requirements
- Benefit from more predictable budgets as the combined TS and AS-S can now be funded under the same budget cycle
- Accommodate network growth

Combined Services makes it easier for you to get the services you need and do business with Cisco.

For More Information

Smoothly manage your network with a comprehensive Advanced and Technical Services solution from Cisco. To learn more, contact your local Cisco sales representative or authorized partner today or visit www.cisco.com/go/services.



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San Jose, CA

Asia Pacific Headquarters
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Printed in USA

SG/LW-19675 05/16