



Combined Services for the Enterprise Market

Combined Services product and program team
Customer edition

June 2017

Table of contents

- 1 Why Combined Services?
- 2 What's new
- 3 Customer benefits
- 4 Quoting and ordering
- 5 Next steps

Why Combined Services?



Customer concerns “How do I...”

- Improve risk mitigation
- Quickly respond to network outages
- Stay ahead of IT attacks with timely, credible information
- Facilitate better decision-making
- > • Streamline the purchasing process and contract administration
- Meet the challenges of our global sites
- Ensure products added are covered
- Find an easier way to do business with Cisco

Combined Services delivering greater services value

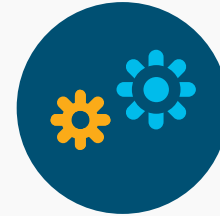
Technical Services



TS



Advanced Services Subscription



AS

Proactively maintain network health and operations with smart services

Optimize network investment and speed migration of advanced technologies

What's new



What's new for Combined Services?



New SKUs added to Collaboration and Video service program under a Combined Services contract

- SKUs added for 8x5x4 and 8x5x4 onsite service levels in Collaboration and Video service program
- More choices available to order Combined Services

Customer benefits

Meeting your critical service requirements



Supports business expansion across advanced technologies and architectures that aligns IT investments with critical business objectives



Flexible Technical Services and Advanced Services Subscription levels can ensure that network issues are resolved quickly for sustained network availability

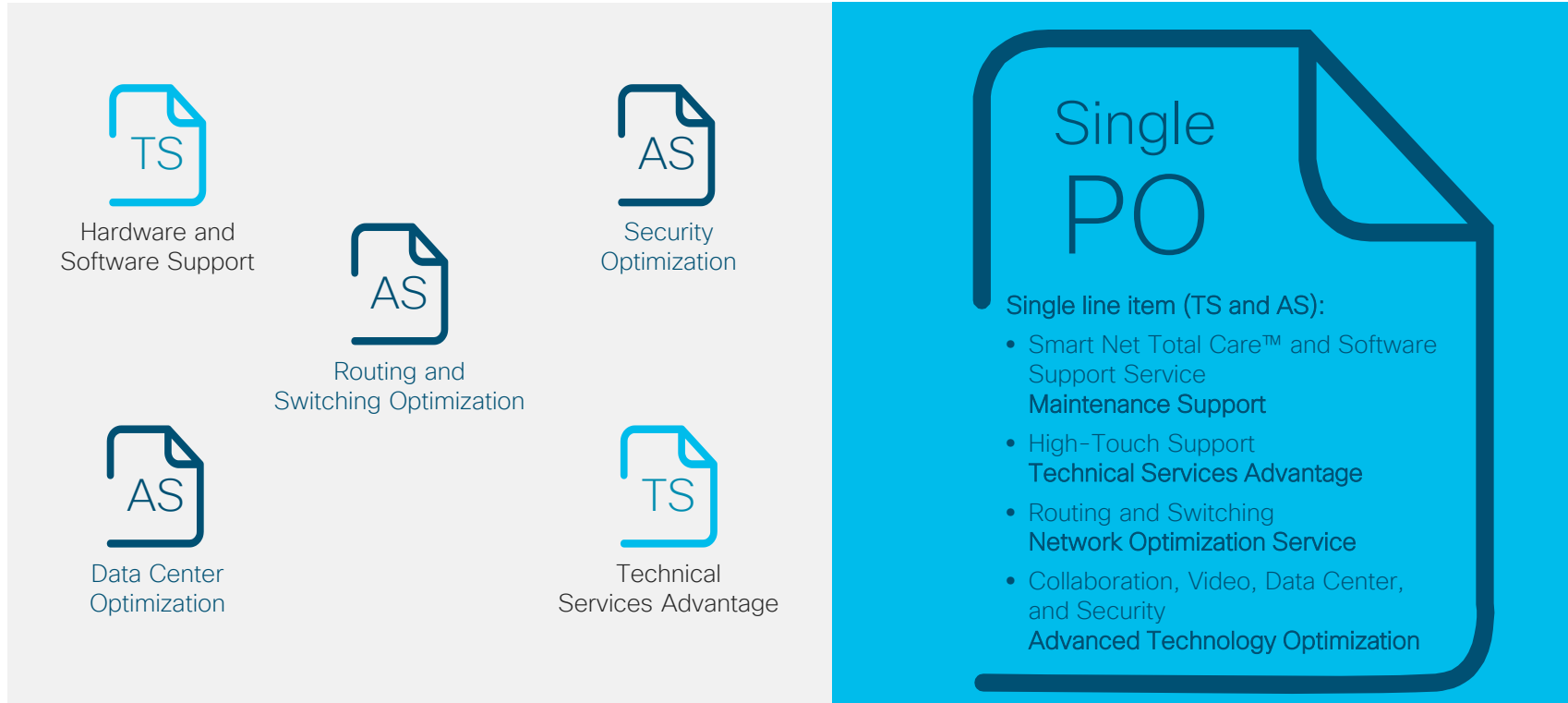


Consolidating service purchasing and aligning to budget cycles can improve efficiency of contract administration and reduce operational costs



Simplified service ordering helps forecast and obtain the right services that support mission-critical business outcomes

Reduce the approvals to a single PO



Delivering TS and AS-S together

Technical Services Levels

- | | |
|------------|-----------|
| 8x5xNBD | 24x7x4 |
| 8x5x4 | 24x7x2 |
| 8x5xNBD OS | 24x7x4 OS |
| 8x5x4 OS | 24x7x2 OS |
- **Software**
 - Software Application Support
 - Software Application Support + Upgrades
 - Software Support Service (SWSS)
- **Network-Level Technical Services**
 - Technical Services Advantage
 - Smart Assist Service
- **Collaboration and Video**
- **Security**
- **Virtualization (Unified Computing System™)**
- **Cisco® Technical Education**



Advanced Service Subscriptions

- **Network Optimization Service**
 - Network Assessment
 - Network Support
 - Network Learning
- **Advanced Technology Optimizations**
 - Collaboration
 - Data Center and Virtualization
 - Enterprise Networks

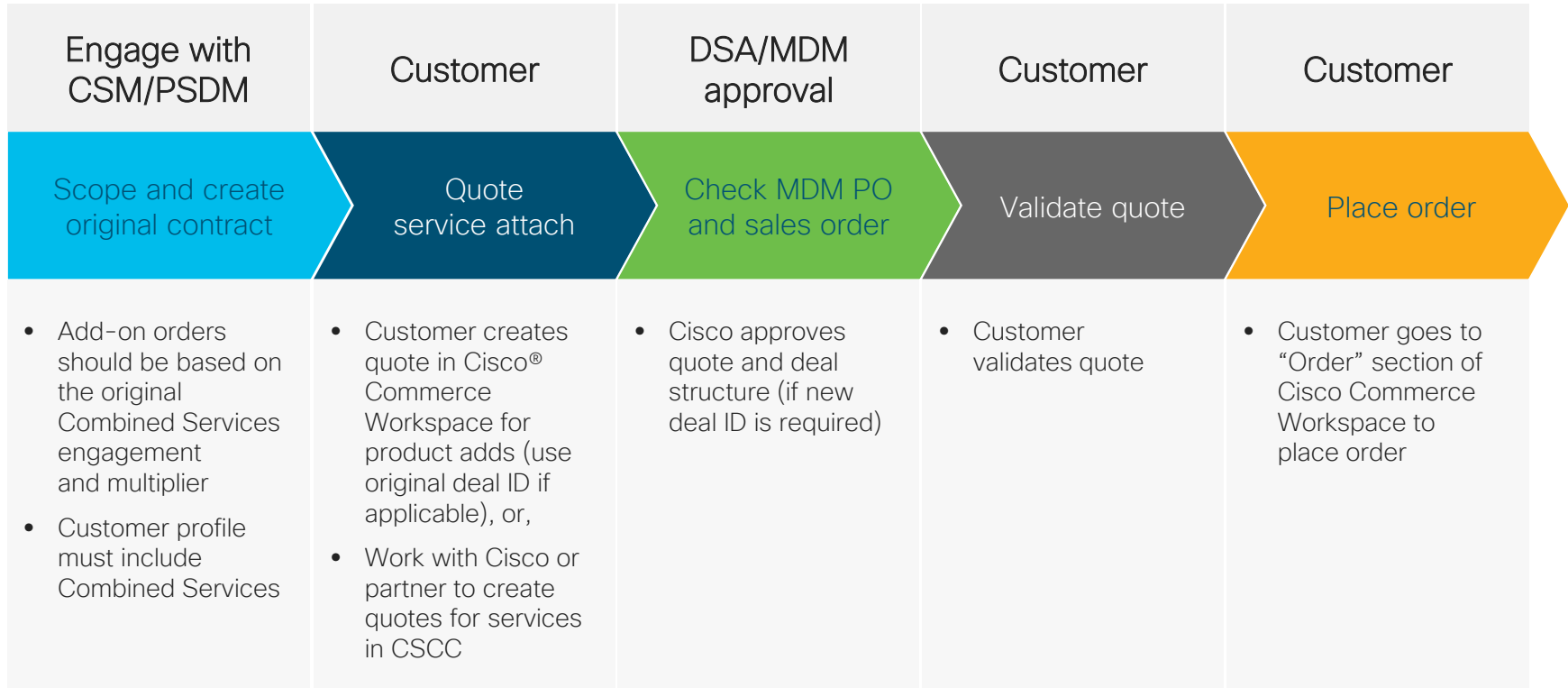
Quoting and ordering

Service levels for Combined Services

TS/AS Service Levels	
Service Level Description	SPM Equiv.
NBD	SNT
NBDOS	CS
8x5x4	SNTE
24x7x4	SNTP
8x5x4OS	C4S
24x7x4OS	C4P
24x7x2	S2P
24x7x2OS	C2P
SAS	SAS
SAU	SAU
SWSS	ECMU/SWSS
SW	SW

TS/AS Service Levels		
Service Program	Service Level Description	SPM Equiv.
Collaboration/Video	8x5xNBD	ECDN
Collaboration/Video	8x5xNBD Onsite	ECDO
Collaboration/Video	8x5x4	ECEN 
Collaboration/Video	8x5x4 Onsite	ECEO 
Collaboration/Video	24x7x4	EC4N
Collaboration/Video	24x7x4 Onsite	EC4T
Security (IPS)	8x5xNBD	SU1
Security (IPS)	24x7x4	SU3
Security (IPS)	24x7x4 Onsite	SU03

Attaching products and services in Cisco Commerce Workspace or in Cisco Services Contract Center



What you can do

- Consider Combined Services for your Cisco® product service needs.
- To learn more about Cisco services and how they can help you grow your business, contact your local Cisco account manager or partner, and visit: www.cisco.com/services

