Cisco® Application Centric Infrastructure (ACI) is an innovative architecture that radically simplifies, optimizes, and accelerates the entire application deployment lifecycle.

Multiple hardware and software vendors come together to deliver the benefits of an open programmable infrastructure with Cisco ACI. Understanding which vendor to turn if an issue arises, or resolving that issue while considering interoperability across the Cisco ACI ecosystem, should not be a guessing game for you or drastically affect your IT team’s time and resources. Traditional product support does not give the solution-level perspective you need to resolve systemwide issues. Expedient and expert solution-level support must be available to maximize uptime, helping you consistently benefit from Cisco ACI technology. Cisco Solution Support can help.

Cisco Solution Support for ACI provides Cisco expert engineers who manage resolution for any issue with any vendor in your Cisco ACI ecosystem. By offering centralized coordination and cross-domain expertise, Solution Support reduces your time and effort to resolve complex issues. Uptime and performance are increased, helping you get the most out of your technology investment.

Why Is SSPT for ACI Essential?
Industry shifts are redefining IT at all levels. IT as a service (IaaS) is supplanted by applications as a service. Box-centric management models are migrating to application-centric management. Business agility requires application agility, and IT teams need to provision applications in hours instead of months. Resources need to scale up (or down) in minutes, not hours.

Cisco ACI responds through a holistic architecture with centralized automation and policy-driven application profiles, delivering software flexibility with the scalability of hardware performance. When considering the move to Cisco ACI to achieve these benefits, ask yourself:

- Do you have the staff and resources to determine what might be happening if there is a problem?
- Do you have time to coordinate multiple vendors to get your issue resolved while keeping an eye on interoperability?
- Could you afford downtime, losing access to your mission-critical data while you are juggling vendors to resolve your issue?

With Solution Support, Cisco is accountable for case management and vendor coordination, freeing your IT team and resources for more strategic initiatives.

What Is the Value to You?
Solution Support for ACI is a powerful combination of solution-level and Cisco® SMARTnet® equivalent product support. It helps you transition from legacy “box-to-box” deployment of business applications to automated delivery and mitigate issues quickly and efficiently, which can help you reduce operating expenses, speed adoption of Cisco ACI technology, and realize the full value of your technology investments. Solution Support for ACI provides:
- Interoperability troubleshooting of the Cisco ACI ecosystem, offering a holistic approach that fixes your problem quickly and efficiently
- A primary contact from Cisco with deep experience across Cisco ACI ecosystem technologies isolates issues in the Cisco ACI fabric for efficient case management with third-party vendors
- End-to-end case management, making sure of continuity of service from first call to resolution

How It Works

Solution Support for Cisco ACI features Cisco experts specifically trained in Cisco ACI ecosystem technologies. It fast-tracks technical support between Cisco and global solution vendors through an industry-standard framework, recognized code of conduct, and established processes to resolve issues across all components in your Cisco ACI ecosystem.

Whether you think you know where your problem lies or you only suspect there is an issue, simply call Cisco. Our solution-focused engineers will work to quickly isolate and resolve your problem, regardless of which technology is involved. We will coordinate with Cisco ACI ecosystem vendors during resolution, helping make sure interoperability is maintained for your system.

In addition, at any time and for any reason, you can still directly contact any of your product vendors within your Cisco ACI ecosystem for support. If it is then determined that Solution Support is a better way to address your issue, Cisco will step in to begin coordinating your case.

Next Steps

The future of networking with Cisco ACI is about providing a network that is deployed, monitored, and managed in a fashion that supports rapid application change. Successful adoption and acceleration of Cisco ACI are dependent on multiple factors, one of which is support. Solution Support is designed to redirect— from your organization to Cisco’s—the time, resources, and knowledge for making sure your Cisco ACI infrastructure is delivering what it has promised.

To learn more about how Solution Support for ACI can help you, contact your local Cisco account manager or authorized reseller and visit www.cisco.com/web/services/portfolio/solutions-support/index.html. For details about additional Cisco Services for Cisco ACI, download our services at-a-glance.