At-a-Glance

Cisco Solution Support for Virtual Expertise

Centralized Support for Your Virtual Expertise Solution

The Cisco® Virtual Expertise solution connects virtual experts with customers in real time through HD video on any consumer device. The solution is designed to improve business and create a more personalized experience for your customers.

Cisco Virtual Expertise consists of multiple hardware and software components, and implementing this new technology can be a challenge. Understanding each component in the solution to resolve issues should not be a guessing game for you. Traditional product support entitles you to hardware or software updates, bug fixes, and product warranties. Yet sometimes issues can involve multiple vendors and are therefore more complicated to triage, isolate, and resolve. Availability of expedient and expert solution-level support across your deployment is critical to maximize solution reliability, helping you consistently benefit from Cisco collaboration technologies.

Cisco Solution Support for Virtual Expertise

Cisco Solution Support for Virtual Expertise provides Cisco expert engineers who manage resolution for any issue with any technology in your Cisco solution ecosystem (Figure 1). By offering centralized coordination and cross-domain expertise, Cisco Solution Support reduces your time and effort to resolve complex issues. Reliability and performance are increased, helping you get the most out of your technology investment.

Figure 1. Cisco Solution Support Features

How It Works

Cisco Solution Support combines Cisco product support–Cisco SMARTnet® Service or software services–with solution-level support into one service. Simply purchase Solution Support for each Cisco

Why use Cisco Solution Support?

- **Resolve complex solution-level issues more quickly:** Experience increased reliability and performance of your solution as we fast track issue resolution through deep architecture experience.
- **Focus on your business, not managing complex issues:** Manage your daily business operations and serving your own customers, while we take care of unexpected issues that need immediate attention and resolution.
- **Innovate with confidence:** Take the leap to new technologies to accelerate your business. Our expert Cisco engineers are here to assist and support your IT team, especially when it relates to solutions based on new and complex technologies.

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Cisco Solution Support Features and Benefits

- A primary Cisco contact who initiates issue resolution, eliminating the need for self-diagnosis of complex issues
- Technology vendor coordination by Cisco, eliminating your need to broker support conversations
- End-to-end case management by Cisco, providing continuity of service from first call to resolution
- Deep Cisco experience across technologies, often resulting in immediate issue resolution
- Cisco interoperability expertise that holistically fixes problems without creating new ones
- One service combining Cisco Smart Net Total Care or Cisco software services and solution-level support for comprehensive care

hardware or software product in the covered solution. By taking a solution-level approach, Cisco is responsible for coordinating product support teams and working with you to resolve any issue, no matter where it resides.

* Product support from solution technology partners within the covered Cisco solution is required. Contact these vendors for details and requirements.

Resolve Complex Issues More Quickly

Product support is ideal when an individual component needs attention. However, in multivendor environments, issues are often more complex. You need to be able to isolate and resolve issues without creating additional problems.

Cisco Solution Support is proven to resolve complex issues more quickly in multivendor environments (Figure 2). In a Cisco study of 10,000 complex support cases, Cisco Solution Support resolved cases 41 percent more quickly than using product support alone. This helped customers resume normal business operations nine days sooner.

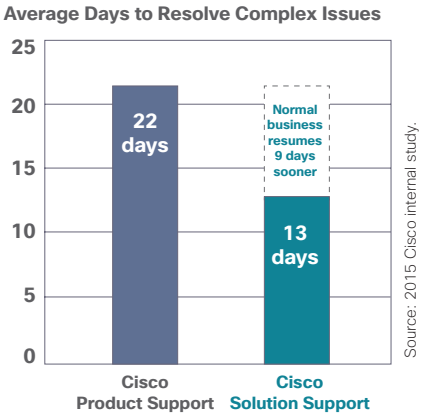

Figure 2. Cisco Solution Support Resolves Complex Issues Quickly

Next Steps

You are investing in sophisticated technology to improve collaboration with your customers. Cisco Solution Support provides you the reassurance you need in order to stay focused on growing your business and cultivating customer relationships. We'll make sure your technology keeps working for you.

- Find out more details on Cisco Solution Support Services at cisco.com.
- Review the Cisco Solution Support for Virtual Expertise Service Definition. for more information about technical details and product coverage.
- If you have purchased Cisco Smart Net Total Care or Cisco software services, consider upgrading to Cisco Solution Support.
- Contact your local Cisco sales representative with any questions.

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