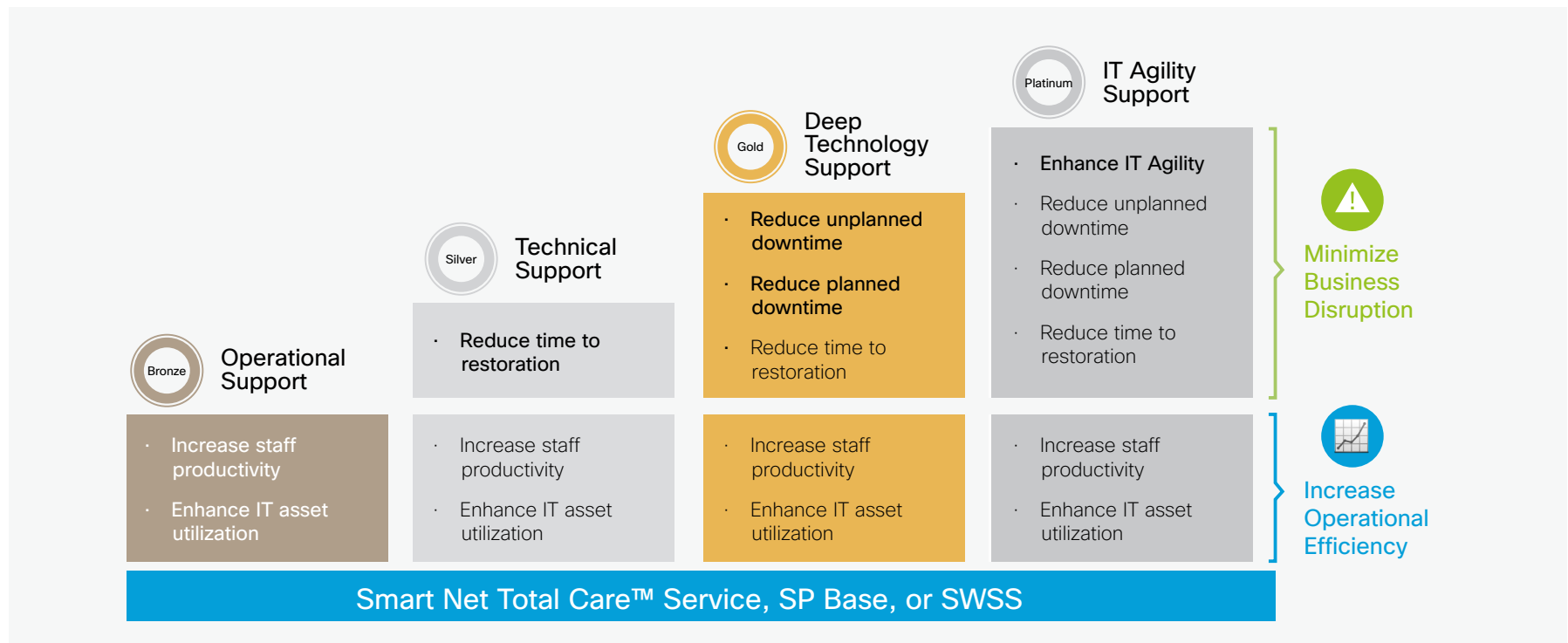




TS Advantage Feature Quick Reference Guide



Increase Staff Productivity	Bronze	Silver	Gold	Platinum
Incident Management				
7x24 incident management for S1 and S2	✓	✓	✓	✓
Next business day incident management for S3 and S4	✓	✓	✓	✓
Escalation support	✓	✓	✓	✓
Coordination between Cisco support teams and customer teams	✓	✓	✓	✓
Post-incident review	✓	✓	✓	✓
Recommendations for corrective action	✓	✓	✓	✓
Service Monitoring and Reporting				
Weekly meetings to review incident status and related actions	✓	✓	✓	✓
Quarterly business reviews	✓	✓	✓	✓
Data and trending analysis, including KPI dashboard reports	✓	✓	✓	✓
Engineering Failure Analysis coordination and reporting	✓	✓	✓	✓
KPI reports	✓	✓	✓	✓
Incident Management readiness assessment		✓	✓	✓
Periodic reports on service performance		✓	✓	✓
Post-incident reports		✓	✓	✓
Root cause analysis		✓	✓	✓
Operational excellence assessments		✓	✓	✓

Increase Staff Productivity	Bronze	Silver	Gold	Platinum
Knowledge Management				
Knowledge gap analysis and training recommendations	✓	✓	✓	✓
Track metrics for incidents related to skills gaps	✓	✓	✓	✓
Access to Cisco's formal technical training libraries*	✓	✓	✓	✓
Informal knowledge transfer on best practices	✓	✓	✓	✓
Formal training for operations and troubleshooting best practices		✓	✓	✓
Technical service review with risk assessment and knowledge transfer			✓	✓
Troubleshooting and/or best practices training and knowledge transfer			✓	✓
Knowledge transfer for troubleshooting problem areas				✓
TOIs and technical trainings on network solutions				✓

* Access to Cisco's technical training libraries increases from Bronze to Silver to Gold, and varies by installed base size.

Enhance IT Asset Utilization	Bronze	Silver	Gold	Platinum
Asset Management				
Installed base inventory reconciliation	✓	✓	✓	✓
Regular updates to installed base inventory (MACDs)	✓	✓	✓	✓
Reporting on metrics such as service coverage and RMAs	✓	✓	✓	✓
Smart Assist Service to accelerate installed base visibility	✓	✓	✓	✓
Assistance with entitlement and renewal processes	✓	✓	✓	✓

Reduce Time to Restoration	Bronze	Silver	Gold	Platinum
Problem Resolution				
Designated technical experts who know your network		✓	✓	✓
24x7 support for S1 and S2 incidents		✓	✓	✓
Document golden rules and key processes		✓	✓	✓
Recommendations for corrective actions for SRs		✓	✓	✓
Service level objectives (SLOs)		✓		
Service level agreements (SLAs)			✓	✓
Impact and risk assessment			✓	✓
Establish root cause of network issues		✓	✓	✓
Perform diagnostics and troubleshooting (S1, S2)			✓	✓
Proactive escalation support for S1 and S2				✓
Remote maintenance activities via direct access to customer network				✓
Option to purchase additional HTOM resources	✓	✓	✓	✓
Option to purchase additional HTE resources			✓	✓
Option for onsite resources	✓	✓	✓	✓

Reduce Planned Downtime	Bronze	Silver	Gold	Platinum
Maintenance Window Support				
Open a proactive service request on behalf of the customer and ensure proposed changes are documented		✓	✓	✓
Review of customer maintenance window procedures			✓	✓
Technical team on call during maintenance window		✓	✓	✓
Support for technical aspects of changes				
<ul style="list-style-type: none"> ▪ List software upgrades available ▪ Maintenance window preparation ▪ Configuration assistance in support of service requests ▪ Review syslogs, MRTG reports, etc. 			✓	✓
Cisco led maintenance window support				✓
Coordination with Cisco Advanced Services team for design and planning work				✓
Proactive network monitoring through custom scripts				✓
Creation of third-party service requests for multivendor issues				✓
Reduce Unplanned Downtime	Bronze	Silver	Gold	Platinum
Continuous Service Availability Management				
Holistic view of end user service level availability			✓	✓
Graphical reports that highlight end user impact			✓	✓
Availability metrics by network, platform, region, and more			✓	✓
Deep analysis of ticketing data for both Cisco and third party network devices			✓	✓
Customized reports on defects per million minutes of use (DPM)			✓	✓
Customized reports on mean time to restore (MTTR)			✓	✓

Enhance IT Agility	Bronze	Silver	Gold	Platinum
Dedicated Support Team and Customized Services				
Single dedicated team				✓
Local language support				✓
Direct access to customer network (with permission) for maintenance activities				✓
Custom SLAs and KPI support				✓
Coverage for new technology acquisitions				✓
Customized data security and privacy reviews				✓

