



Cisco Solution Support for OpenStack Lets You Focus on Your Digital Enterprise

Cloud computing is rapidly transforming businesses and organizations by providing access to agile, cost-effective, and scalable IT infrastructure. OpenStack is an open source infrastructure framework for private, public, and hybrid clouds. Cisco Unified Computing System™ (Cisco UCS®) and Cisco Nexus® Series Switches provide a next-generation data center architecture that unifies computing, network, storage access, and virtualization into a single integrated system with a commercial OpenStack third-party vendor. This makes Cisco UCS with Cisco Nexus Series Switches an ideal architecture for a best-in-class Cisco UCS OpenStack cloud infrastructure.

Why Use Cisco Solution Support?

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

Customers will also deploy other leading vendor technologies in their Cisco UCS OpenStack architecture for storage, hypervisors, management software, and more. When issues arise, to whom do you turn for support? In a multivendor environment, it is less likely that any one vendor can solve complex issues that arise in an integrated OpenStack ecosystem. Customers are telling us they need a new support model that focuses not on individual products, but on the solution as a whole. Here's where Cisco can help.

Centralized Support for Your Multivendor Environments

We can help you get the most out of your Cisco UCS OpenStack infrastructure investment by increasing reliability and performance with Cisco® Solution Support for OpenStack. This service offers Cisco solution expertise and accountability for centralized issue management and resolution among Cisco and technology vendor products within your Cisco UCS OpenStack infrastructure (Figure 1).



Figure 1. Cisco Solution Support Features

How You Benefit from Cisco Solution Support

- A primary Cisco contact initiates issue resolution and eliminates self-diagnosis of complex issues.
- Technology vendor coordination by Cisco eliminates your need to broker support conversations.
- End-to-end case management by Cisco provides continuity of service from first call to resolution.
- Deep Cisco experience across technologies most often results in immediate issue resolution.
- Cisco interoperability expertise holistically fixes problems without creating new ones.
- One service combining Cisco hardware or software support and solution-level support for comprehensive care.
- Purchase and renew this service for Cisco products in your Cisco UCS OpenStack solution, and they remain covered if deployed in our other eligible solutions.

Resolve Complex Issues More Quickly

Product support is ideal when an individual component needs attention. However, in multivendor environments, issues are often more complex. This is especially the case within integrated cloud infrastructures. 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 on average 41 percent more quickly than using product support alone. This helped customers resume normal business operations nine days sooner.

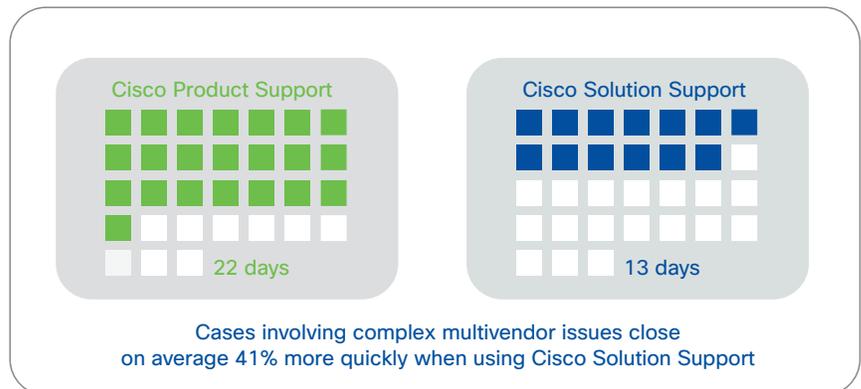


Figure 2. Cisco Solution Support Resolves Complex Issues Quickly

How It Works

Cisco Solution Support for OpenStack combines Cisco product support –Cisco Smart Net Total Care Service or software services—with solution-level support coverage into one service. Simply purchase Cisco Solution Support* for each Cisco hardware and software product in Cisco UCS OpenStack architecture. By taking a solution-level approach, Cisco is responsible for managing product support teams to resolve any issue, no matter where it resides.

* Product support for solution partner products within VersaStack is required. Contact these vendors for details and requirements.

Next Steps

- Review the [Cisco Solution Support for OpenStack service definition](#) for technical details and product coverage.
- If you have purchased Cisco Smart Net Total Care Service or Cisco software services, consider upgrading to Cisco Solution Support.
- Find more details about [Cisco Solution Support at cisco.com](#) or contact your local Cisco sales representative.

Adopt new technologies with confidence. Free up your IT team and leave complex issue management and resolution to us. We have you covered with Cisco Solution Support for OpenStack.