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Focus on Your Business and Leave Complex Issues to Us

Enterprises are building solutions with a choice of vendors and products to reach their IT and business goals. They are working with 10 to 20 vendors on average, and even more products, especially with the increased use of converged infrastructures and cloud models. How many are you working with today, within even one solution deployment?

With the evolution toward customized solutions, customers told us they needed a new support model that focuses not on individual products, but on their solution as a whole. A service that is as easy to order as product support. One that provides a central contact point, making it simple to start a case and get any issue within their solution ecosystem resolved.

Centralized Support for Solution Environments

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

Figure 1. Cisco Solution Support Features

Why Use Cisco Solution Support?

- **Innovate with confidence:** Adopt new technologies to grow your business. Your Cisco expert engineers are here to help you succeed.

- **Focus on your business:** We take the lead to manage technology issues across your solution so you can focus on your customers and business.

- **Resolve solution-level issues quickly:** Maintain solution reliability and performance by getting issues resolved more quickly than with product support alone.

- **Find support where you need it:** See our eligible solutions in our Collaboration, Data Center, Digital Capabilities, Internet of Things, Networking and Security portfolios.

Resolve Complex Issues More Quickly

Product support is ideal when an individual component needs attention. However, if an issue involves multiple products, it must be isolated and resolved without impacting other areas of the solution.

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How You Benefit from Cisco Solution Support

· **Primary point of contact:** Our team of Cisco solution experts is accountable for resolving your issue no matter where it resides. You receive continuity of service from first call until you close your case.

· **Solution expertise:** Our deep knowledge about how the solution works as a whole means we can often resolve issues immediately, helping you get back to business sooner.

· **Product support team coordination:** Through our seamless collaboration with the Cisco TAC and strong relationships with solution partners, we effectively manage support to best resolve your issue.

· **Open door approach:** Initiate a case even if you're not sure you have an issue. There's no need to diagnose your problem before contacting our solution experts.

· **One service, broad coverage:** You get both solution-level support and Cisco product support in one service that's easy to order and renew. Use the same familiar ordering process you use to buy Cisco product support.

· **Easy expansion to new Cisco solutions:** Attach this service to Cisco products in one solution, and they remain covered when deployed in any future solution you purchase.

In a Cisco study of 10,000 support cases, Cisco Solution Support resolved complex issues in environments 43% more quickly than product support alone. This efficiency helps you maintain solution performance and reliability, review operational performance prior to scaling, and maximize ROI.

43%

Average decrease in time to resolve complex issues using Cisco Solution Support versus product support alone.

How It Works

Cisco Solution Support combines Cisco product support – Cisco Smart Net Total Care™ or Software Support Service – with solution-level support into one service. Simply purchase Cisco Solution Support for each Cisco hardware or software product in your eligible solution.* If an issue arises anywhere in your deployment, or you only think you might have one, simply contact us. Our team of solution experts is your primary point of contact, coordinates product support teams when needed, and owns your case from first call to resolution.

* Product support for any solution partner products is required. Contact these vendors for more information.

Next Steps

· If you currently have an eligible solution covered by Cisco product support, upgrade to Cisco Solution Support.

· For more information, contact your Cisco sales representative or partner, and visit us at www.cisco.com/go/solutionsupport.

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.