



## Keep Your Audience Engaged with Cisco Solution Support for Cisco Vision Dynamic Signage

Cisco Vision Dynamic Signage Director® is an innovative, end-to-end video and digital content distribution solution that transforms the look and feel of IPTV broadcasts and digital signage for your live sports and entertainment events.

To achieve this dynamic experience, Cisco Vision Dynamic Signage Director consists of multiple hardware and software components from various collaboration industry vendors. Traditional product support does not provide the solution-level perspective needed to resolve complex, systemwide issues. And understanding each component in your solution to resolve issues should not be a guessing game for you. Availability of expert, expedient solution-level support is critical to maximizing Cisco Vision Dynamic Signage Director reliability for your live events.

### 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 and complex technologies in your Cisco Vision Dynamic Signage solution.
- **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 Cisco Vision Dynamic Signage solution as we fast track issue resolution through deep architecture experience and established processes for managing solution partners.

### Centralized Support for Your Multivendor Environments

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



Figure 1. Cisco Solution Support Features

### 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.

## How You Benefit from Cisco Solution Support

- A primary Cisco contact initiates issue resolution and eliminates self-diagnosis of complex issues.
- Solution partner 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 the Cisco Vision Dynamic Signage solution, and they remain covered if deployed in our other eligible solutions.

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.

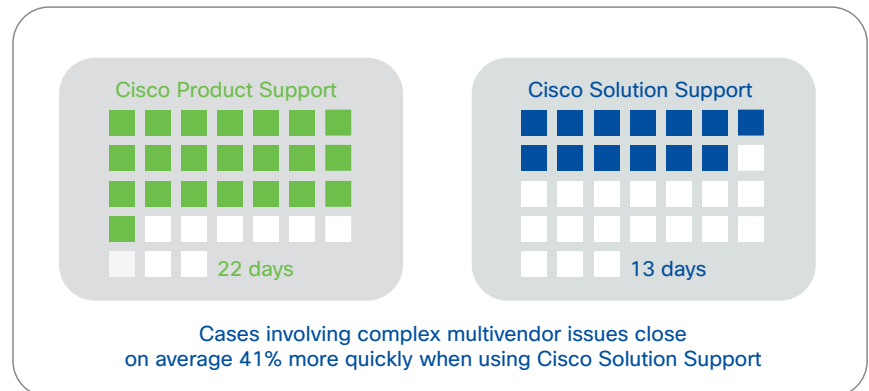


Figure 2. Cisco Solution Support Resolves Complex Issues Quickly

## How It Works

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

\* Cisco Solution Support is required for Cisco software in the Cisco Vision Dynamic Signage solution. Although it is optional for Cisco hardware in this solution, each Cisco component must be covered to take advantage of Cisco Solution Support. Product support for solution partner products within Cisco Vision Dynamic Signage is also required. Contact these vendors for details and requirements.

## Next Steps

- Review the [Cisco Solution Support for Cisco Vision Dynamic Signage service definition](#) for technical details and product coverage.
- 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 Cisco Vision Dynamic Signage.