

Cisco High-Touch Operations Management Service



Enhance operational efficiency and resolve network issues quickly and completely, with personalized operations management.

Service Overview

As competition increases, an efficient, productive staff becomes even more critical to the success of your business. This is particularly true in network operations. Staff engineers must manage issues quickly and effectively to maintain the network performance and availability that your customers expect. Achieving the highest level of efficiency among network operations personnel can be challenging, due to the inherent complexities and expansive geographic reach of a large enterprise network.

The Cisco[®] High-Touch Operations Management Service (HTOM) complements Cisco SMARTnet[®], Smart Net Total Care, or Cisco SP Base services. It provides you with a dedicated Cisco operations manager who is familiar with your business and operational processes and your technical support history. This service operations management expert continually monitors your technical support needs, tracks every open service request, and makes sure that IT resources, both at Cisco and within your organization, are aligned appropriately to resolve issues quickly and completely. This level of support can help expedite problem resolution, improve network performance, and increase the overall productivity of your IT staff and business.

Cisco High-Touch Operations Management Service

Your designated Cisco operations manager provides:

- Personalized operational support eight hours a day, five days a week
- Ongoing case management and escalation management of service requests
- Periodic conference calls with your staff to report on and expedite issue resolution
- Weekly, monthly, and quarterly reports with the status of your service requests

- Documentation of operations to ensure that all your specific operational and related topics are documented and available in the Cisco secured internal portal devoted to you to help expedite issue resolution
- Participation in quarterly meetings to present quarterly operations data analysis

For more personalized service, choose from additional deliverables, including custom reports, operational analysis of critical issues, or engineering failure analysis management and reporting.

Available options include:

- HTOM: four base deliverables
- HTOM option 1: four base deliverables plus one additional deliverable
- HTOM option 2: four base deliverables plus two additional deliverables
- HTOM option all: three base deliverables plus four additional deliverables

Table 1. High-Touch Operations Management deliverables and activities

Deliverables	Activities
Available with the High-Touch Operations Management Base Deliverables	
Case Management and Escalation Management	<ul style="list-style-type: none"> • Prioritization and support of open Cisco support cases; monitoring of all return material authorizations (RMAs) • Coordination of Cisco support organizations, escalation process, and customer resources for support cases • Main point of contact for operations and process issues • Baseline documentation of complex operation processes and procedures • Proactive creation of the support case to ensure that required information is documented and available during customer's critical network change
Base Reporting Package	<ul style="list-style-type: none"> • Weekly, monthly, and quarterly status reports, track progress of open support cases and addresses outstanding issues with the customer • Documentation of operations to ensure that all specific customer operational and related topics are documented and available in the secured internal Focused Technical Support (FTS) portal devoted to that customer to help expedite issue resolution
Quarterly Operations Data Analysis	Participation in quarterly business reviews (QBR) or joint business review (JBR) live or remote participation
Available with the High-Touch Operations Management Optional Deliverables	
Service Delivery Level Report	<ul style="list-style-type: none"> • Reporting on RMA delivery performance • Follow-up within Cisco and with the customer on identified gaps to help ensure improved performance
Engineering Failure Analysis (EFA) Management and Reporting	<ul style="list-style-type: none"> • Coordination of the return of parts requiring a failure analysis and communication on the status to the customer • Regular reporting, status, and escalation assistance
Operational Analysis of Critical Issues	<ul style="list-style-type: none"> • Identification and analysis of operational abnormalities and trends, including a recommendation report • Complete documentation of complex operations processes and procedures
New Options Available with the High-Touch Operations Management Service	
On-site HTOM	On-site HTOM
Custom Reports	Available to all customers, these special reports are created to your specifications by the operations manager
7x24 Incident Management	Support for severity 1 and severity 2 cases after normal business hours

The deliverables offer more than critical information and assistance. They also provide the personalized support that your engineers need to be more productive and successful in their network management.

This level of personalized support can help expedite problem resolution, improve network performance, and increase the overall productivity of your IT staff and business.

Table 2. High-Touch Operations Management Service Benefits

Benefits
<ul style="list-style-type: none">• Expedite problem resolution• Minimize operations inefficiencies by correcting redundant efforts to resolve similar issues• Increase productivity, efficiency, and proficiency of the IT staff and overall business• Minimize risks that can accompany a limited focus on the network infrastructure• Focus on core business

Personalized Support

Personalized support is an essential element of the Cisco High-Touch Operations Management Service. Your Cisco operations manager learns your unique network history, delivers regular updates about Cisco Technical Services support requests, and coordinates resources, both at Cisco and within your organization, to help make sure that all issues are handled in a timely manner. For high-severity issues, your Cisco operations manager facilitates the escalation process to expedite resolution.

Receiving this level of support for day-to-day operations efforts can help reduce redundant efforts to resolve the same issue. It can also help identify areas of operational inefficiency by highlighting potential system issues, allowing you to take appropriate proactive steps to improve those areas.

Availability

The Cisco High-Touch Operations Management Service is available worldwide. To obtain the most current availability status, contact your Cisco service account manager.

Ordering

As the first of three service levels included in Cisco Focused Technical Support Services, purchase of the Cisco High-Touch Operations Management Service does not require purchase of the other Focused Technical Support Services. However, a valid Cisco SMARTnet, Smart Net Total Care, or SP Base support contract on all network equipment is required.

Summary

The Cisco High-Touch Operations Management Service delivers personalized support from a Cisco operations manager who helps improve the operational proficiency, productivity, and efficiency of your IT staff and Cisco network. With your Cisco operations manager focusing on the ongoing management of your network support issues, your staff can focus on your core business requirements.

The Cisco High-Touch Operations Management Service is the first of three service levels included in Cisco Focused Technical Support Services. Each service level extends the coverage of the previous level. Cisco Focused Technical Support Services combine comprehensive management of network issues with dedicated access to industry-leading Cisco support resources to continually improve operational efficiency, network reliability, and the overall productivity of your business.

For more information about Cisco Focused Technical Support Services or the Cisco High-Touch Operations Management Service, contact your Cisco service account manager or visit www.cisco.com/go/fts.



Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: www.cisco.com/go/trademarks. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)