



Cisco Focused Technical Support Services

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, where staff engineers must manage issues quickly and effectively if they are to attain 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 connects you with a designated Cisco operations manager who is familiar with your business, operational processes, and technical support history. The service complements Cisco SMARTnet® services or Cisco SP Base by providing an operations management expert to continually monitor your technical support needs, track every open service request, and make 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:

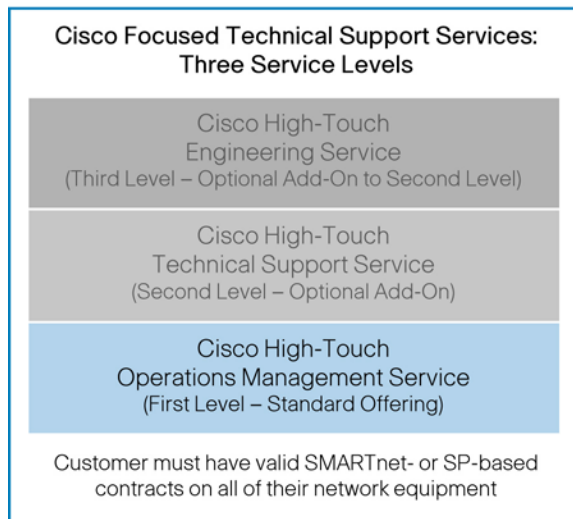
- Personalized operational support eight hours a day, five days a week
- Ongoing service request and escalation management
- Periodic conference calls with your staff to report on and expedite issue resolution
- Weekly, monthly, and quarterly reports with the status of your service requests

Your operations manager is familiar with your business, operational processes, and technical support history.

Cisco High-Touch Operations Management Service helps to:

- Expedite problem resolution
- Improve network performance
- Increase the overall productivity of your IT staff

- Documentation of operations to make sure 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 specific reports, operational analysis of critical issues, or major customer event notifications. 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: 4 base deliverables plus four additional deliverables

Table 1 lists all the High-Touch Operations Management deliverables.

Table 1. High-Touch Operations Management Service Deliverables

HTOM Base Deliverables	HTOM Optional, Additional Deliverables (select one , two, or receive all four deliverables)
<ul style="list-style-type: none"> Service request and escalation management Periodic conference calls Base reporting package Quarterly operations data analysis 	<ul style="list-style-type: none"> Service delivery level reports Engineering failure analysis (EFA) management and reporting Operational analysis of critical issues Major customer event notification

These 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. Table 2 lists all the activities and deliverables available.

Table 2. Activities and Deliverables of Cisco High-Touch Operations Management Service

Deliverables	Activities
Available with the High-Touch Operations Management Base Deliverables	
Service Request and Escalation Management	<ul style="list-style-type: none"> Prioritization and support of open Cisco service requests; monitoring of all return material authorizations (RMAs) Coordination of Cisco support organizations, escalation process, and customer resources for service requests Main point of contact for operations and process issues Baseline documentation of complex operation processes and procedures
Periodic Conference Calls	<ul style="list-style-type: none"> Periodic conference calls to report status, track progress of open service requests, and address outstanding issues
Base Reporting Package	<ul style="list-style-type: none"> Weekly, monthly, and quarterly reports with the status of your service requests Documentation of operations to make sure 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
Quarterly Operations Data Analysis	<ul style="list-style-type: none"> Participation in quarterly business reviews or joint business reviews (live or remotely)

Deliverables	Activities
Available as part of the Optional Deliverables	
Service Delivery Level Report	<ul style="list-style-type: none"> Reporting on return material authorization 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
Major Customer Event Notification	<ul style="list-style-type: none"> Advanced creation of the service request to make sure that required information is documented and available if Cisco support personnel are requested during any break/fix issue during customer's critical network change

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 3 lists all the benefits.

Table 3. 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 becomes intimately familiar with your unique network history, leads 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 or Cisco 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.

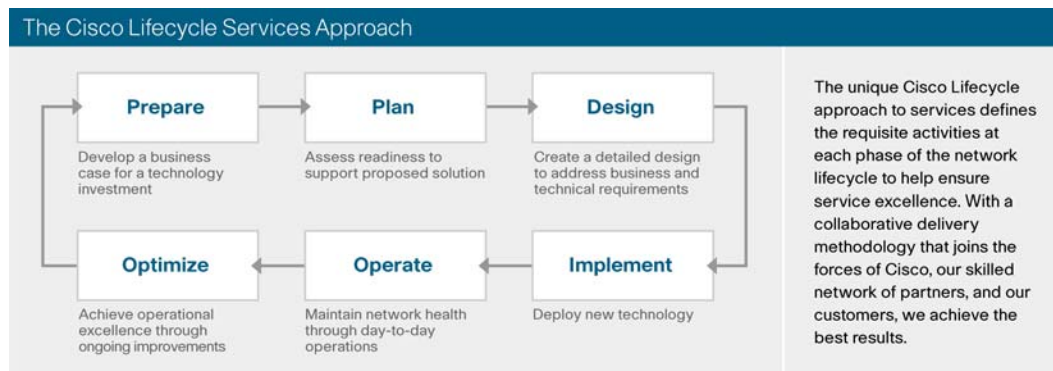
The Cisco High-Touch Operations Management Service is the first of three service levels included in Cisco Focused Technical Support Services. Each service level extends the coverage of the previous level. Cisco Focused Technical Support Services combine comprehensive management of network issues with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

Why Cisco Services

Cisco Services make networks, applications, and the people who use them work better together.

Today, the network is a strategic platform in a world that demands better integration between people, information, and ideas. The network works better when services, together with products, create solutions aligned with business needs and opportunities.

The unique Cisco Lifecycle approach to services defines the requisite activities at each phase of the network lifecycle to help ensure service excellence. With a collaborative delivery methodology that joins the forces of Cisco, our skilled network of partners, and our customers, we achieve the best results.



For More Information

For more information about Cisco Focused Technical Support Services or the Cisco High-Touch Operations Management Service, contact your Cisco service account manager.

Cisco Services.
**Making Networks Work
 Better Together.**



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.

CCDE, CCENT, CCSI, Cisco Eos, Cisco HealthPresence, the Cisco logo, Cisco Lumin, Cisco Nexus, Cisco Nurse Connect, Cisco Stackpower, Cisco StadiumVision, Cisco TelePresence, Cisco WebEx, DCE, and Welcome to the Human Network are trademarks; Changing the Way We Work, Live, Play, and Learn and Cisco Store are service marks; and Access Registrar, Aironet, AsyncOS, Bringing the Meeting To You, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, CCVP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Collaboration Without Limitation, EtherFast, EtherSwitch, Event Center, Fast Step, Follow Me Browsing, FormShare, GigaDrive, HomeLink, Internet Quotient, IOS, iPhone, iQuick Study, IronPort, the IronPort logo, LightStream, Linksys, Media Tone, MeetingPlace, MeetingPlace Chime Sound, MGX, Networkers, Networking Academy, Network Registrar, PCNow, PIX, PowerPanels, ProConnect, ScriptShare, SenderBase, SMARTnet, Spectrum Expert, StackWise, The Fastest Way to Increase Your Internet Quotient, TransPath, WebEx, and the WebEx logo are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or website 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. (0903R)