



Cisco Focused Technical Support Services

Cisco High-Touch Engineering Service

Improve overall network performance and resolve chronic network issues with high-touch, network-level expertise.

Service Overview

To successfully meet the needs of your customers and your business, it is essential that you have a stable and reliable network that consistently delivers the expected services. Delivering this degree of network performance, however, requires more than just addressing network issues as they arise. You must identify and isolate the source of chronic problems and take corrective action to prevent them from further degrading your essential business systems. Many organizations do not have the network operations resources to devote to in-depth network performance analyses or the in-house experience to conduct advanced root-cause investigations.

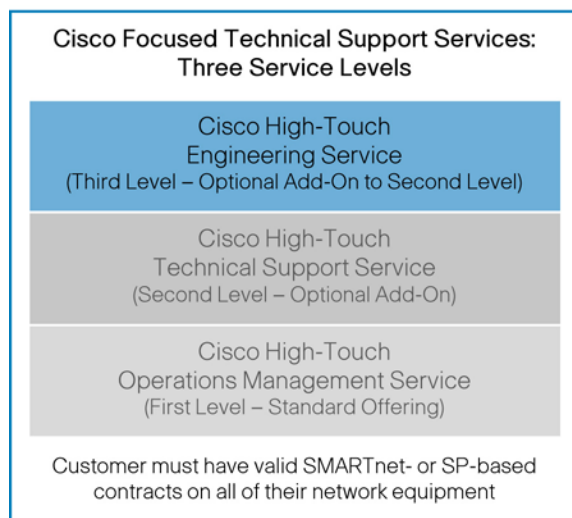
Cisco can help you address these issues by designating an expert Cisco engineer to focus on isolating and resolving chronic issues to improve the performance of your network. These Cisco engineers have an in-depth understanding of your unique network solutions and your business environment, as well as extensive experience analyzing the largest, most complex networks. With this level of support, you can expedite the resolution of complex, networkwide problems and improve the ongoing stability, reliability, and performance of your network.

Cisco High-Touch Engineering Service

The Cisco® High-Touch Engineering Service supplements the troubleshooting support that you receive from the Cisco High-Touch Technical Support Service by connecting you with Cisco senior-level networking experts when you face chronic or extensive infrastructure problems. The service, the highest level of personalized, high-touch Cisco technical support, provides access eight hours a day, five days a week to a designated Cisco engineer whose expertise matches your unique business processes and network infrastructure.

Your high-touch engineer develops a comprehensive knowledge about your technology applications and your network infrastructure to deliver personalized, network-level support:

- In-depth network diagnostics
- Network analyses to isolate the root causes of chronic issues
- Software referrals



Your high-touch engineer develops a comprehensive knowledge about your technology applications and your network infrastructure to deliver personalized, network-level support. This can include in-depth network diagnostics and network analyses to isolate the root causes of chronic issues, as well as software referrals and other corrective recommendations in response to network incidents. (See Table 1.) As a result, you can keep your network prepared for greater operational reliability and performance and make sure that your network can quickly evolve with your business.

Table 1. Activities, Deliverables, and Benefits of Cisco High-Touch Engineering Service

Activities and Deliverables	Benefits
<ul style="list-style-type: none"> • Network-level problem resolution eight hours a day, five days a week (local country hours), including troubleshooting on the entire Cisco network for complex and critical issues. • Problem root-cause analysis at the network infrastructure level and a recommendation report that includes root cause, next steps, and recommendations for corrective and preventive actions. * • Software referrals to address critical problems across your network; referrals include a high-level risk assessment. • Quarterly trend analysis provides details on the deliverables and activities provided during the immediate past timeframe, high-touch engineer corrective action plans, and other actions planned for the next quarter. • Troubleshooting by a designated or optional dedicated high-touch engineer. 	<ul style="list-style-type: none"> • Shortens time to resolution during complex and critical network-level situations • Improves network performance and lowers the cost of ownership by isolating and correcting the source of chronic network infrastructure problems rather than focusing on the symptoms. • Provides a more stable, efficient network by verifying hardware, software, and feature compatibility. • Provides a quarterly view of the major issues that were resolved by the engineer.

*Actual number of activities will vary, depending on the size of your network.

Availability

The Cisco High-Touch Engineering Service is available worldwide. Contact your Cisco service account manager for additional details.

Ordering

The Cisco High-Touch Engineering Service is the third of three service levels included in Cisco Focused Technical Support Services. Each level offers increasingly personalized attention and service. Purchase of the Cisco High-Touch Engineering Service requires purchases of the Cisco High-Touch Technical Support Service and Cisco High-Touch Operations Management Service. A valid Cisco SMARTnet® or Cisco SP Base support contract on all network equipment is required.

Summary

The Cisco High-Touch Engineering Service provides the highest level of personalized, high-touch technical support available from Cisco to resolve your critical networking issues and address chronic network problems. With a complete network analysis to isolate root causes and prevent recurring issues, you can achieve the network performance and stability you require and better protect your mission-critical business systems.

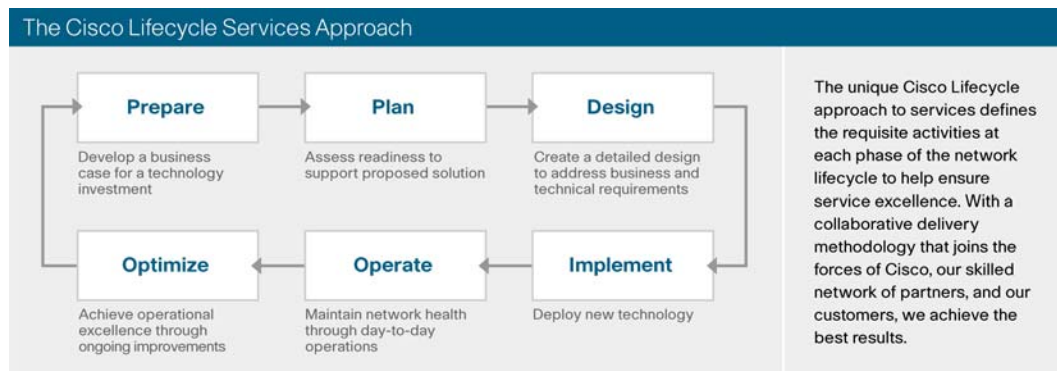
As the third service level included in Cisco Focused Technical Support Services, the Cisco High-Touch Engineering Service supplements the coverage of the previous two levels. Cisco Focused Technical Support Services combine comprehensive management of network issues with designated access to superior 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 Engineering 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)