

## Cisco High-Touch Technical Support Service



Expedite issue resolution with personalized, priority network support services 24 hours a day, seven days a week.

Network stability and reliability are crucial to business success; that puts your network operations staff right on the front line. Whether they're implementing advanced technologies or adjusting the network to support critical business changes, they face new challenges every day in their efforts to deliver the consistent service your business relies on. Network issues have to be assessed and resolved as quickly as possible, before they can impact business performance. Understanding the effects an incident might have on all the devices and applications running on your network is extremely challenging, especially in large, heterogeneous network environments that support increasingly complex services and applications.

With the Cisco® High-Touch Technical Support Service, you have access to a team of highly skilled network specialists who are familiar with your networking environment. Cisco High-Touch Technical Support Service engineers provide the personalized assistance and expertise your business needs, when you need it. Receiving this level of support can help speed issue resolution and minimize network downtime.

### Cisco High-Touch Technical Support Service

The Cisco High-Touch Technical Support Service is a premium service. It gives you priority access to a designated team of Cisco support engineers, 24 hours a day, seven days a week. This team is exceptionally skilled at responding to the critical business needs of high-profile organizations and is available only through Cisco.

The Cisco High-Touch Technical Support team cultivates a close working relationship with its customers in order to gain a deep understanding of their concerns. Individual Cisco High-Touch Technical Support engineers often work with the same customer on a regular basis, so their knowledge about your network and business environment grows, enabling them to provide personalized and consistent support. (See Table 1.) The support team has instant access to your business operations information, which is stored in a customer information database—enabling them to see your past history and resolve current network issues more quickly and more efficiently. The end results are faster resolution of network issues, improved availability of your essential business systems, and increased overall productivity.

**Table 1.** Deliverables, activities, and benefits of Cisco High-Touch Technical Support Service

Deliverables and Activities	Benefits
<ul style="list-style-type: none"><li>• 24-hour access to a team of specialized engineers who know your network; local language support available in some regions during business hours; English after hours</li><li>• Network level support rather than service based on device</li><li>• Possibility of working with the same engineer(s) on a recurrent basis</li><li>• Special telephone number for reporting technical issues</li><li>• Collection and analysis of information about the customer business operation</li></ul>	<ul style="list-style-type: none"><li>• Troubleshooting by experts who are familiar with your network for faster issue resolution</li><li>• More consistent and personalized support</li><li>• A more holistic approach to network maintenance expands focus on network infrastructure</li><li>• Expedited access to Cisco experts, calls are routed directly to a special team of Cisco engineers, as applicable</li><li>• Network issues are solved quickly and efficiently so you can focus on day-to-day operations</li></ul>

### Availability

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

### Ordering

The Cisco High-Touch Technical Support Service is the second 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 Technical Support Service requires the purchase of the Cisco High-Touch Operations Management Service. A valid Cisco SMARTnet<sup>®</sup>, Smart Net Total Care, or SP Base support contract on all network equipment is required.

### Summary

The Cisco High-Touch Technical Support Service delivers the premium, personalized support you need to protect your network and your business. With designated access to expert Cisco engineers familiar with your network environment 24 hours a day, seven days a week, you can expedite issue resolution and increase the availability of your mission-critical business systems.

As the second of three service levels included in Cisco Focused Technical Support Services, the Cisco High-Touch Technical Support Service extends the coverage of the previous level, Cisco High-Touch Operations Management Service. 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

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

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 on Cisco Focused Technical Support Services, visit [www.cisco.com/go/fts](http://www.cisco.com/go/fts).



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