



Data Sheet

Focused Technical Support High-Touch Engineering

APAC Version

Cisco® High-Touch Engineering delivers expertise to help resolve chronic network problems and improve overall performance.

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. To help ensure this degree of network performance, you must do more than address the symptoms of the chronic problems; you must isolate the source and take corrective action to prevent them from causing further degradation of benefits from the network.

It is important to note, however, that your network operations team might not always have the expertise to identify and resolve the critical performance issues that can affect highly complex products and technologies.

Cisco Systems® can assign a Cisco engineer to focus on improving the performance of your network. Cisco engineers have an in-depth understanding of your particular network solutions because they have either participated or worked directly with engineers who deliver solution designs and implementation processes based on Cisco best practices and combine this knowledge with local network knowledge. This level of support during the operation phase of the network lifecycle can help expedite problem resolution and improve overall network stability, reliability, and functionality.

Cisco High-Touch Engineering

Cisco High-Touch Engineering supplements the standard troubleshooting support that you generally receive from Cisco High-Touch Operations Management, Cisco High-Touch Technical Support, and Cisco Technical Support Services by helping you work directly with networking experts when you face chronic or extensive infrastructure problems.

Cisco engineers use their familiarity with your hardware, software, and technology applications in order to deliver focused support for the affected areas of your network. Although the engineers' efforts can be reactive, depending on the nature of the problem, they are generally responsible for resolving networkwide issues, isolating root causes, providing software referrals, and outlining other corrective actions. (See Table 1.) As a result of these efforts, the information and support you need to achieve your network performance objectives now and in the future are available.

Table 1. Activities, Deliverables, and Benefits of Cisco High-Tough Engineering Support

Activities and Deliverables	Benefits
<ul style="list-style-type: none">• Network-level problem resolution, eight hours a day, five days a week, including troubleshooting on the entire Cisco network for complex and critical issues, enhanced by upfront knowledge gained by an established relationship with your staff, which assists in resolution• Problem root-cause analysis at the network infrastructure level and a recommendation report that includes root cause, next steps, and recommendations (up to eight reports per year)*• Software referrals to identify a candidate software version that can address critical problems across your network; referrals include a high-level risk assessment	<ul style="list-style-type: none">• Provides expertise to meet the needs of your unique network infrastructure environment• Shortens time to resolution during complex and critical network-level situations• Increases network performance and lowers the cost of ownership by isolating the source of chronic network infrastructure problems, rather than focusing on the symptoms• Enhances network performance by delivering recommendations for corrective and preventive actions• Helps enable a more stable, efficient network by helping to ensure hardware, software, and feature compatibility

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

Availability

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

Ordering

Cisco High-Touch Engineering, an option of the Cisco Focused Technical Support program, requires purchases of Cisco High-Touch Operations Management, Cisco High-Touch Technical Support, and Cisco SMARTnet® services. Cisco High-Touch Engineering cannot be ordered as a separate service.

Summary

Cisco High-Touch Engineering delivers the support you need to resolve critical networking issues, isolate the source of chronic problems, and achieve desired performance and stability from your network infrastructure. It is an optional service offered through the Cisco Focused Technical Support program, which bridges technology and expertise gaps to help you attain the highest return on your Cisco investment.

For More Information

For more information about the Cisco Focused Technical Support program or Cisco High-Touch Engineering, contact your service account manager.

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