



Data Sheet

Focused Technical Support High-Touch Operations Management

APAC Version

The Cisco® High-Touch Operations Management service connects you with a Cisco Systems® operations expert who can help reduce resolution time for technical issues, uncover operational inefficiencies, and improve staff productivity.

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 help attain the network performance and availability that customers expect. Maximizing the potential of your network operations personnel can be a challenge, given the complexities of the expansive geographic reach and issues related to network operations. A commitment of time and resources at diverse locations is required for success.

The Cisco High-Touch Operations Management service will connect you with a Cisco Systems operations expert. The service complements Cisco SMARTnet® services by providing a technical representative to champion technical support needs and requirements, correlate open service requests, align the correct resources to minimize the requeuing of service requests, and act as a single point of contact for all ongoing operational issues. This level of support during the operation and optimization phases of the network lifecycle 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 Features

- Ongoing case management
- Weekly conference calls
- Quarterly data analyses
- Periodic operational analyses and instructional sessions
- Major event notification

The features offer more than critical information, training, and assistance; they also provide the personalized support that engineers need to be more productive and successful in their network management activities.

Personalized Support

Personalized support is an essential element of the Cisco High-Touch Operations Management service. The Cisco representative becomes familiar with your unique network history, leads regular discussions about ongoing Cisco Technical Assistance Center (TAC) support service requests, and coordinates resources – both at Cisco and within your organization – to help make sure that all issues are handled in a timely manner. This person also takes responsibility for understanding your network operations; analyzing network anomalies, trends, and root causes; and helping you to isolate and resolve endemic problems. (See Table 1.)

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, allowing you to take appropriate, proactive steps to improve those areas.

Table 1. Activities, Deliverables, and Benefits of the Cisco High-Touch Operations Management Service

Activities and Deliverables	Benefits
Case management, which includes:	<ul style="list-style-type: none"> • Prioritization and support of open Cisco TAC service requests; monitoring of all return material authorizations (RMAs) • Coordination of Cisco support organizations and IT resources for Cisco TAC service requests • Single point of contact for operations and process issues • Up to four onsite visits per year*
Weekly conference calls	Weekly conference calls to report status, track progress of open Cisco TAC service requests, and resolve outstanding issues
Operational analysis	Operational analysis of critical issues to identify and analyze operational abnormalities and gaps, including a recommendation report on up to 16 issues per year*
Quarterly operations data analysis, which includes:	<ul style="list-style-type: none"> • Review and report of your Cisco TAC service requests and operations activities • Service requests categorized by product type, case priority, and Cisco IOS® Software release • Analysis, executive summary, and recommendations
Instructional sessions	<p>Instructional sessions on Cisco TAC Web tools, Cisco.com, and other Cisco troubleshooting tools and procedures (occur during onsite visits and on the phone as needed)</p> <ul style="list-style-type: none"> • Helps isolate and resolve systemic problems by finding similar issues in Cisco TAC service requests, identifying trends, and correlating root causes • Expedites complex, critical problem resolution by documenting critical operations processes and procedures • Reduces network performance degradation and outage time, helping to increase customer satisfaction • Helps concentrate on business and core competencies • Minimizes time, money, and resource waste by helping to reduce redundant efforts to resolve similar issues • Identifies areas that need improvement so that appropriate action can be taken • Enhances network performance by helping you to work with Cisco on plans for preventing future operations issues • Increases productivity, efficiency, and proficiency of the IT staff and overall business by facilitating more effective use of Cisco online resources and best practices • Minimizes risks that can accompany a limited focus on the network infrastructure by providing greater awareness of overall network operations, helping to minimize the risks that can accompany a limited focus on the network infrastructure

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

Availability

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

Ordering

Cisco High-Touch Operations Management is a standard service in the Focused Technical Support program and can be ordered as a separate service. Cisco SMARTnet support is required.



Summary

Cisco High-Touch Operations Management delivers personalized support from a Cisco relationship manager, who can help improve the operational proficiency, productivity, and efficiency of your staff. It is a required service of the 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 Operations Management, contact your Cisco service account manager.

**Corporate Headquarters**

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
www.cisco.com
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 526-4100

European Headquarters

Cisco Systems International BV
Haarlerbergpark
Haarlerbergweg 13-19
1101 CH Amsterdam
The Netherlands
www-europe.cisco.com
Tel: 31 0 20 357 1000
Fax: 31 0 20 357 1100

Americas Headquarters

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
www.cisco.com
Tel: 408 526-7660
Fax: 408 527-0883

Asia Pacific Headquarters

Cisco Systems, Inc.
168 Robinson Road
#28-01 Capital Tower
Singapore 068912
www.cisco.com
Tel: +65 6317 7777
Fax: +65 6317 7799

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