



Data Sheet

Focused Technical Support High-Touch Technical Support

APAC Version

Cisco® High-Touch Technical Support provides expert technical assistance 24 hours a day, seven days a week, from Cisco Systems® engineers, trained in customer service, who are familiar with your network.

Service Overview

Network stability and reliability are critical to the success of your business. Each day, engineers face new challenges in their efforts to deliver consistent service, from design flaws and incorrect configurations to worms and viruses. Whether the resulting issue is benign or serious enough to cause an outage, it must be assessed.

With their technical expertise and understanding of your networking environment, Cisco engineers can help provide the personalized assistance your business needs, when you need it. Receiving this level of support during the operation phase of the network lifecycle can help speed issue resolution and increase your overall network uptime.

Cisco High-Touch Technical Support Service

Cisco High-Touch Technical Support is a premium service that allows you to speak directly to a designated team of Cisco support engineers who are available only to Cisco High-Touch Technical Support customers 24 hours a day, seven days a week.¹

The Cisco High-Touch Technical Support team strives to cultivate a close working relationship with you. This relationship helps them better understand your network's operational procedures, past problems, and present concerns. This team also has instant access to your business operations information, which is stored in a customer information database. This information aids your support engineers in resolving your network issues more quickly and more efficiently than other technical assistance support can, and since the same engineer is responsible for handling your issue from beginning to end, the support you receive is also more consistent and personalized. In some service requests, having a broader awareness of your network infrastructure can help the Cisco High-Touch Technical Support engineer identify the root causes of recurring network issues. (See Table 1.)

¹ Available with English-language support. For availability of local-language support, consult your service account manager.

Table 1. Activities, Deliverables, and Benefits of Cisco High-Touch Technical Support

Activities and Deliverables	Benefits
<ul style="list-style-type: none">• 24-hour access to expert technical support• Special telephone number for reporting technical issues• Cisco High-Touch Technical Support engineering team, which handles all issues around the clock*• Quarterly operational case-trend analysis	<ul style="list-style-type: none">• Expertise from technical troubleshooting experts who know your network, reducing the time it takes to identify the problem• Fast and efficient issue resolution• Personalized and on-demand technical assistance you need, when you need it• Increased network uptime• Proactive support or root-cause identification, because your support engineer can see your complete network infrastructure• Identification of areas needing improvement so you can take the appropriate action• Minimized risks because of expert awareness of overall network operations

*Coverage might vary by region.

Availability

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

Ordering

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

Summary

Cisco High-Touch Technical Support delivers premium personalized support service to help facilitate the fastest possible resolution of your network infrastructure issues. It is an optional service offering of the Cisco Focused Technical Support program, which provides technology-based expertise 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 Technical Support, contact your Cisco service account manager.

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