

Focused Technical Support Services Overview



Expedite resolution of network-level issues with high-touch services delivered by Cisco experts who have a comprehensive knowledge of your network

- Network-level issues may be resolved up to 6 times faster with the 3 combined levels of Focused Technical Support Services¹
- Personalized services are delivered by designated operations managers and engineers who are knowledgeable about your business, processes, and network

¹ Results from statistical analysis of 160,000 case records. For more information review the "FTS Market Study", Fishman Consulting, Inc, August 2008

Expedite network issue resolution with personalized, priority network support services.

Challenge

Major global businesses may have thousands of employees and millions of customers depending on their networks every day. For these companies and other businesses with mission-critical network operations, even a brief network outage or degradation in performance can be extremely costly. Such problems can quickly lead to lost productivity, lost opportunity, and loss of customer goodwill. To protect essential business operations, businesses like these need personalized technical attention and support services that are designed specifically to provide fast, complete resolution to any issues that arise.

Solution

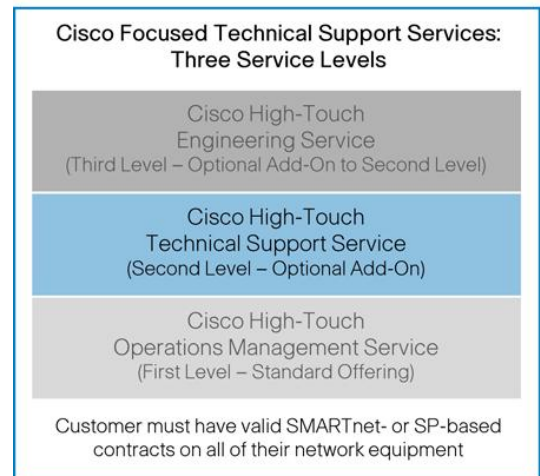
Cisco® Focused Technical Support Services deliver the premium operational and technical support you need to preserve your essential applications and keep pace with changing business demands. These services provide you with personalized, "high-touch" access to industry-leading Cisco network and operations specialists. These Cisco experts manage, analyze, and expedite the resolution of any network issues that arise, shortening time to resolution, and continuously improving the operational efficiency of your IT staff. With access to designated Cisco resources and expertise, you can better meet your business objectives and improve your overall profitability.

Three Premium Service Levels

Cisco Focused Technical Support Services are available in three service levels that offer increasingly personalized attention and service. Each service level extends the coverage of the previous level. To be eligible for Cisco Focused Technical Support Services, a valid Cisco SMARTnet® Service or Cisco SP Base support contract on all network equipment is required.

The three levels of Cisco Focused Technical Support Services are:

- **Cisco High-Touch Operations Management Service:** The first level of the service provides you with access to a designated Cisco operations manager eight hours a day, five days a week. Your operations manager expedites issue resolution, follows up all your service requests until closure, and identifies measures to prevent future issues and continually improve operational efficiency.
- **Cisco High-Touch Technical Support Service:** The second level of the service provides you with priority access to a designated team of highly skilled, senior-level network specialists who are familiar with your network environment to expedite the response to any issue. These certified network engineers have extensive experience supporting the largest, most complex network environments and are available 24 hours a day, seven days a week.
- **Cisco High-Touch Engineering Service:** The third and highest level of the service provides you with access to a designated or dedicated Cisco network engineer eight hours a day, five days a week. Skilled in handling critical network issues, your engineer provides in-depth, network-level analysis to isolate the root cause of chronic problems and recommend corrective action.



These services are provided by high-touch network support specialists with industry-recognized certifications, in-depth training, and expertise that go far beyond basic network support. Cisco maintains a very large and skilled workforce of these specialists.

Cisco High-Touch Operations Management Service

An efficient, productive network operations staff is essential to the ongoing success of your business. For large organizations with dispersed IT resources, however, managing all network operations issues across the enterprise and making sure that all issues are resolved quickly and completely can be a challenge.

The Cisco High-Touch Operations Management Service provides you with a designated Cisco operations manager who is familiar with your business, operational processes, and technical support history. The Cisco operations manager tracks every network operations issue from detection through resolution to help ensure that IT resources both at Cisco and within your organization are aligned appropriately and that all issues are handled quickly and completely.

Your Cisco operations manager provides:

- Personalized operational support eight hours a day, five days a week
- Ongoing service request and escalation management
- Periodic conference calls with your staff to report on and expedite issue resolution
- Weekly, monthly and quarterly reports with the status of your service requests
- Documentation of your specific operational and related activities posted in your Cisco secured internal portal to help expedite issue resolution

With your Cisco operations manager focusing on the ongoing management of your network support issues, your staff can focus on your core business requirements.

Cisco High-Touch Technical Support Service

The networks of large organizations are dynamic, highly complex environments. Whether implementing advanced technologies or making business changes that influence network changes, your network operations staff needs fast, thorough resolution to any problem that arises.

The Cisco High-Touch Technical Support Service is a 24x7 premium service that provides access to a team of senior-level network specialists who can expedite issue resolution and increase the availability of your mission-critical business infrastructure. These engineers assess the effects of the issue on your business, define a solution that limits network disruption, and assist your network operations staff in implementing the appropriate solution for your network. The end results are faster resolution of network issues, improved availability of your essential business systems, and increased overall profitability.

Cisco High-Touch Engineering Service

Some network issues are symptomatic of larger underlying issues that reoccur or cause new, unforeseen difficulties in the future. The Cisco High-Touch Engineering Service builds on the capabilities of the Cisco High-Touch Technical Support Service by providing in-depth network analysis to isolate the root cause of network problems and prevent recurring issues. This service is the highest level of personalized, high-touch Cisco technical support. You have access eight hours a day, five days a week to a designated or dedicated Cisco engineer whose expertise matches your unique business processes and network infrastructure. This engineer performs advanced network diagnostics and network analyses and offers software referrals as well as corrective recommendations to address network incidents and technical issues. As a result, your network is expertly maintained for greater operational reliability and performance and can quickly evolve with your business.

Summary

When the largest, most high-profile organizations have network issues, they need personalized, high-priority response from expert engineers who understand their business and network infrastructure. Cisco Focused Technical Support Services provide the fast, personalized operational and technical support services that your business requires. Delivering comprehensive management of network issues and dedicated access to superior Cisco support resources, Cisco Focused Technical Support Services are committed to continually improving your operational efficiency and network reliability and contributing to 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 on Cisco Focused Technical Support Services, visit www.cisco.com/go/fts.

Cisco services. smarter *together*

