

Cisco Focused Technical Support Services

Premium Network Support That Enhances Operational Efficiency



What Is the Value of Focused Technical Support?

Cisco® Focused Technical Support is a personalized service that helps expedite resolution of network-level issues by Cisco experts who have a comprehensive knowledge of your network, processes, and business. Network-level issues may be solved up to six times faster with Focused Technical Support Services than with standard support.¹

What Problems Does It Help Solve?

For mission-critical networks, even a brief outage can be extremely costly. To protect essential business operations, you need personalized technical support services that are designed to provide fast, complete resolution to any issues that arise.

Maintaining your IT staff productivity on a high level is very important. Operational efficiency can be improved by concentrating on business operation instead of network administrative tasks.

Continuous process improvement is an ongoing challenge in demanding business environments. Personalized technical support can help you to optimize and simplify processes by making sure that IT resources both at Cisco and within your organization are aligned appropriately.

Levels of Focused Technical Support Services

Cisco Focused Technical Support Services deliver personalized attention with different levels of service, each one with a number of available packages and deliverables that expedite resolution of network-level issues.

Cisco Technical Support Operations Management Service

Basic Offering for Small Size Networks

A specialized pool of operation agents provides trending and analysis of cases and reporting and escalation of systemic or critical issues, when appropriate. The Technical Support Operations Management Service is a reactive and queue-based service suitable for relatively small networks.

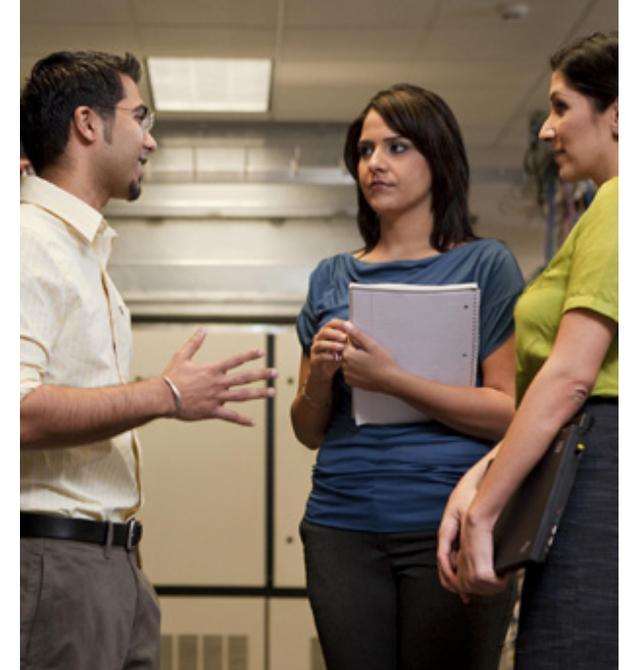
Cisco High-Touch Operations Management Service

First Level: Standard Offering for Large Size Networks

A designated operations manager monitors your support needs, tracks your service requests until closure, and identifies measures to prevent recurring issues. Custom operation reports are produced to meet your specific needs, relieving your IT staff of ongoing network administrative tasks and helping improve operational efficiency and productivity. Remote service is available 8 hours during business days.

Cisco High-Touch Technical Support Service

Second Level: Optional Add-On to the First Level
A team of highly skilled, senior-level network specialists familiar with your networking environment provide troubleshooting support 24 hours a day, 7 days a week. You can rely on a team of dedicated engineers who understand your business, operations, and network history. Your service requests receive priority attention, and you have accelerated access to engineers who expedite issue resolution to minimize your network downtime.



¹Results from statistical analysis of 160,000 case records. "FTS Market Research," Fishman Consulting, August 2008."

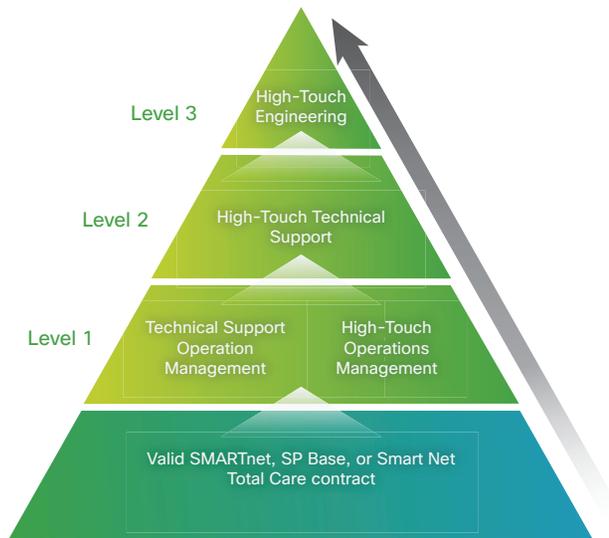
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Cisco High-Touch Engineering Service

Third Level: Optional Add-On to the Second Level
A designated network engineer provides personalized support to address complex, network-wide problems. Skilled in handling critical network issues, your high-touch engineer has expertise aligned to your unique business needs, processes, and network infrastructure. The high-touch engineer provides network-level diagnostics and analysis to isolate the root cause of chronic problems and recommend corrective actions to network incidents. Available 8 hours a day, 5 days a week.



What Are the Benefits of Focused Technical Support Services?

More Efficient and Reliable Network:

The combination of Focused Technical Services offers unique, comprehensive, and personalized network support that increases reliability of your network. In-depth familiarity with your networking environment helps resolve network-level issues faster and minimize downtime.

More Efficient IT Operations

Your high-touch operations manager or technical support operation team is your single point of contact for all Cisco technical support organizations. This simplifies your in-house IT processes and prevents redundant efforts to resolve similar issues. Your high-touch engineer helps strengthen your staff's technical skills and troubleshooting capability through knowledge transfer sessions.

Increased Productivity

While the high-touch operations manager or technical support operation team focuses on the ongoing administrative management of your network support issues and proactively determines areas for improvement, your technical staff can concentrate on core business requirements, resulting in increased productivity.

Why Cisco?

Realize the full value of your IT and communications investments faster and successfully harness the intelligent network as a powerful business platform with technical and professional services from Cisco together with our partners. Whether you are looking to evolve your network to support business continuity and growth, increase operational efficiency, reduce IT costs, enable a more reliable customer experience, or mitigate risk, we have a service that can help you. Cisco Services uniquely deliver innovative solutions, unmatched expertise, and smart services capabilities using a collaborative partner approach.

Availability and More Information

To be eligible for Cisco Focused Technical Support Services, a valid Cisco SMARTnet®, Smart Net Total Care or SP Base service support contract is required for the entire network. Please contact your local account representative or Cisco partner. Focused Technical Support Services are available for all network sizes, ranging from relatively small to large, mission-critical networks.