

## Cisco Video Software Support Service

**Maintain reliable operations and help ensure business continuity by keeping your video delivery system software running at optimal performance.**

### Service Overview

#### Specialized Service and Support for Software Application Maintenance

Video delivery system software is at the core of managing and delivering key services to your customers and partners. The Cisco® Video Software Support Service is essential to keeping these business-critical applications available, secure, and operating at an optimum performance level. The service delivers timely, uninterrupted access to Cisco's latest video delivery system software updates and extensive support resources, helping you maximize business continuity, improve your competitiveness, and make the most of limited resources through increased productivity.

#### Supporting Business-Critical Applications

Cisco Video Software Support Service includes services that strengthen the availability and reliability of your video delivery system software, to keep your business operating smoothly and enrich the value of your network investment. Focusing on the operate phase of the network lifecycle, Cisco Video Software Support Service provides award-winning technical service and support.

#### Services Included with Video Software Support Service

Cisco continuously provides application software update releases to maintain the stability of existing systems and keep networks current on their release level. Cisco Video Software Support provides the following services:

- **Instant access to software updates keep applications up and working:** Workaround solutions or patches for reported video delivery software problems, maintenance releases, and minor releases are available by software download from the Cisco.com website or CD-ROM shipment to help you maintain efficient, highly available video delivery software performance.
- **Access to Cisco Technical Assistance Center (TAC) provides fast, specialized support:** Cisco TAC experts are trained in your video delivery software and have a reputation for being among the most skilled in the industry. Specialized technical expertise is available to you 24 hours per day, 365 days per year by telephone, fax, email, or the Internet for accurate, rapid diagnosis and resolution of software application issues (See Table 1).
- **Online tools build and expand in-house expertise and boost business agility:** Unlimited access to a robust repository of application tools and technical documents helps your staff diagnose problems, understand new technologies, and keep current with innovative video delivery software enhancements. Utilities, white papers, application design data sheets, configuration documents, and case management tools help expand your in-house technical capabilities and respond to changing business needs.

#### Software Updates for a Range of Digital Broadband Video Delivery Products

Cisco Video Software Support Service helps keep your video solutions such as Digital Broadband Delivery System (DBDS) AND Internet Service Delivery Protocol (ISDP) maintained.

For an up-to-date list of the technical services available for your Cisco products and applications, visit our Service Finder tool at [www.cisco-servicefinder.com](http://www.cisco-servicefinder.com).

**Table 1.** Cisco Online Support Features and Benefits

Around the Clock, 365 Days a Year—The Cisco Support Experience	
<p>In addition to TAC phone support, Cisco Video Software Support includes unrestricted access to a range of online support resources:</p> <ul style="list-style-type: none"> <li>• Quickly resolve issues online, any time</li> <li>• Download, install, and update your application software whenever it's convenient for you</li> <li>• Get technical support, tips, and advice from Cisco experts and peer to peer from other professionals</li> </ul>	
Resource	Features and Benefits
My Tech Support	Personalized web portal allows you to find new software releases, bug reports and repairs, and troubleshooting tools customized for your network.
Tools	<p>Get instant access to software updates and other personalized content:</p> <ul style="list-style-type: none"> <li>• Software downloads</li> <li>• Bug toolkit</li> <li>• TAC case collection</li> <li>• Error message decoder</li> <li>• Command lookup tool</li> <li>• Output interpreter</li> </ul>
Document Access	<p>Access to technical documents, including:</p> <ul style="list-style-type: none"> <li>• Software documentation</li> <li>• Technical videos on demand</li> <li>• Podcasts</li> <li>• White papers</li> <li>• Security advisories</li> </ul>
Online Service Request Management Tool	Submit and track service requests online.

### Benefits

Cisco Video Software Support Service protects your video delivery system investment and improves the performance and availability of this software:

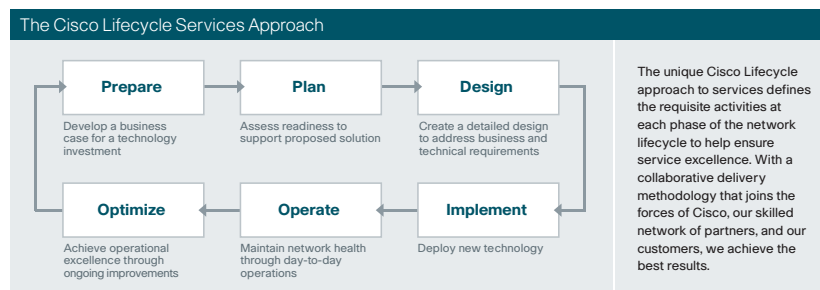
- Boost the availability and performance of the video delivery software solution on which you depend to deliver business services, help keep the solution running efficiently, and foster transparent collaboration and communication with employees, customers, and suppliers
- Maintain the performance and efficient operation of your video delivery software by staying current with update releases
- Reduce security, operational, and business risk by keeping video delivery software releases current to safeguard critical business assets
- Engage Cisco engineers, who can apply knowledge of specialized end-to-end video delivery software solutions to help you achieve desired business results
- Access a wide range of online tools and communities that help you solve issues quickly



## 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.



## Availability and Ordering

The Cisco Video Software Support Service is available globally. For a complete list of the technical services available for your Cisco products and applications, visit our Service Finder tool at [www.cisco-servicefinder.com/](http://www.cisco-servicefinder.com/).

The Cisco Video Software Support Service provides critical services that protect your software application investment, just as Cisco SMARTnet® Service protects your hardware and operating system. Your Cisco Video Software Support contract entitles you to services and support that are designed specifically for Cisco video delivery software. These services are an important addition to your Cisco product warranty, which guarantees the integrity of a product but does not provide support services or updates.

## For More Information

For more information about the Cisco Video Software Support Service, visit [www.cisco.com/en/US/products/svcs/ps3034/ps2827/ps2993/serv\\_group\\_home.html](http://www.cisco.com/en/US/products/svcs/ps3034/ps2827/ps2993/serv_group_home.html) or contact your local account representative.

**Cisco Services.**  
**Making Networks Work.**  
**Better Together.**



**Americas Headquarters**  
 Cisco Systems, Inc.  
 San Jose, CA

**Asia Pacific Headquarters**  
 Cisco Systems (USA) Pte. Ltd.  
 Singapore

**Europe Headquarters**  
 Cisco Systems International BV  
 Amsterdam, The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at [www.cisco.com/go/offices](http://www.cisco.com/go/offices).

CCDE, CCENT, CCSI, Cisco Eos, Cisco HealthPresence, Cisco IronPort, the Cisco logo, Cisco Lumin, Cisco Nexus, Cisco Nurse Connect, Cisco StackPower, Cisco StadiumVision, Cisco TelePresence, Cisco Unified Computing System, Cisco WebEx, DCE, Flip Channels, Flip for Good, Flip Mino, Flip Video, Flip Video (Design), Flipshare (Design), Flip Ultra, and Welcome to the Human Network are trademarks; Changing the Way We Work, Live, Play, and Learn, Cisco Store, and Flip Gift Care are service marks; and Access Registrar, Aironet, AsyncOS, Bringing the Meeting To You, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, CCVP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Collaboration Without Limitation, EtherFast, EtherSwitch, Event Center, Fast Step, Follow Me Browsing, FormShare, GigaDrive, HomeLink, Internet Quotient, IOS, iPhone, iQuick Study, IronPort, the IronPort logo, LightStream, Linksys, MediaTone, MeetingPlace, MeetingPlace Chime Sound, MGX, Networkers, Networking Academy, Network Registrar, PCNow, PIX, PowerPanels, ProConnect, ScriptShare, SenderBase, SMARTnet, Spectrum Expert, StackWise, The Fastest Way to Increase Your Internet Quotient, TransPath, WebEx, and the WebEx logo are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0907R)

C78-554018-00 07/09