



## Cisco Unified Computing Mission Critical Support Service

Protect Your Business with Personalized, Expedited Technical Support

Maintain peak efficiency and high availability of your unified computing environment and critical business applications with Cisco's highest level of unified computing support.

### When Minutes Matter

As data centers evolve and business processes, systems, and services are added, the consequences of downtime increase dramatically. IT departments are under intense pressure to assure continuous availability of critical business operations. To achieve this, you need to proactively address technical issues and operational effectiveness. When a problem arises that could disrupt business operations, you need expedited technical support.

### Mission Critical Support Service Responds to Your Needs

Cisco® Unified Computing Mission Critical Support Service helps you protect your business operations by maintaining the stability and availability of your business-critical unified computing environment, while helping you to realize the full value of your investment. This service delivers personalized technical account management, expedited technical support, and expert field support engineering for your Cisco Unified Computing System™ (UCS).

The Mission Critical Support Service provides a designated technical account manager (TAM) who acts as a strategic resource to help assure your unified computing environment runs at peak efficiency, while adhering to your business computing strategy and requirements. Should a problem arise that threatens business continuity, the TAM provides crisis management leadership, and your IT staff gets expedited access to Cisco's award-winning Technical Assistance Center (TAC). If you require expert field support to implement proactive and remedial changes, the field support engineering option provides an engineer with deep technical expertise who implements changes remotely or onsite. Additionally, you receive all the features of the Cisco Unified Computing Support Service, including triage support for third-party software and parts replacement in as little as two hours. When your unified computing environment is crucial to your business, the Cisco Unified Computing Mission Critical Support Service provides the personalized, expert help you need to accelerate problem remediation and help minimize downtime.

## Personalized Technical Account Management

Accountable for UCS technical support, the technical account manager or team combines the technical unified computing insight that only Cisco can provide with direct understanding of your business needs, requirements, and timeframes. In this role, the TAM coordinates efforts to resolve unified computing issues and maintains the relationship between your business, Cisco, and any vendor alliances included in the unified computing environment defined by Cisco. By turning business understanding into technical requirements, the TAM is essentially the bridge between your technical staff and business objectives. The TAM provides personalized UCS technical account management by:

- Providing executive-level guidance
- Transferring knowledge
- Performing technical assessments
- Recommending technical changes
- Providing crisis management leadership

### Executive-Level Guidance

The TAM provides executive-level guidance about the unified computing environment and IT trends through quarterly business reviews and informal dialogues with executives at their request. The quarterly business review (QBR) offers a framework for consistent, executive-level communication. It includes incident reports, root cause analyses, trend analyses, and suggestions for potential improvement and summarizes select initiatives and business effects of the past quarter.

### Knowledge Transfer

Your IT staff builds unified computing expertise by working with the TAM, and they have full access to Cisco's extensive online resources to further build their knowledge.

### Technical Assessments

The TAM helps provide a clear vision of the technical support roadmap your business requires to address technical issues and identify the right software levels for your unified computing environment. The TAM uses a three-part approach that includes:

- **Support planning:** Aligns UCS technical support activities and recommendations with your business strategy and provides a clear support roadmap
- **Health check:** Performs a comprehensive health check that includes a topology map, fabric asset report, and fabric-critical notification report
- **Critical patch-level assessment:** Analyzes software levels across your UCS environment and provides guidance on what software levels should be running on each device

### Technical Change Recommendations

Based on this assessment and dialogue with IT management, the TAM makes recommendations for technical changes that can be implemented either by your IT staff or a Cisco field support engineer (FSE).

### Crisis Management Leadership

Should a problem arise that threatens business continuity, the TAM provides crisis management leadership to help accelerate problem remediation and resolution. The TAM can coordinate activities with third-party UCS vendors and submit Cisco and third-party service requests.

Table 1 details the UCS personalized technical account management activities, deliverables, and benefits.

**Table 1.** UCS Personalized Technical Account Management Activities, Deliverables, and Benefits

Activities and Deliverables	Benefits
<p><b>Executive-Level Guidance</b></p> <p>Provided through quarterly business reviews (QBRs) and informal dialogues with executives at their request. QBR offers a framework for consistent, executive-level communication.</p> <p><b>Activities</b></p> <ul style="list-style-type: none"> <li>• Summarize unified computing activities over the last quarter</li> <li>• Align and prioritize unified computing activities for the upcoming quarter</li> <li>• Provide a detailed unified computing quarterly business report; typically includes: <ul style="list-style-type: none"> <li>– Unified Computing System (UCS) current state summary/snapshot <ul style="list-style-type: none"> <li>◦ Number and priority of cases</li> <li>◦ Review of critical cases</li> <li>◦ Response time/time to close</li> <li>◦ Engineering failure analysis (EFA) information and data</li> <li>◦ RMA information and data</li> <li>◦ Status and root cause summary of customer unified computing service requests, where applicable</li> <li>◦ Key incidences</li> <li>◦ Business and technical challenges encountered</li> </ul> </li> <li>– Book of work (a prioritized list of items you want as functions or deliverables) that includes: <ul style="list-style-type: none"> <li>◦ Target initiatives that require a new unified computing solution or modification/upgrade to an existing unified computing infrastructure</li> <li>◦ Roles and responsibilities, milestones, and deliverable dates</li> </ul> </li> <li>– The QBR is delivered along with a broader Cisco Services engagement when applicable</li> </ul> </li> </ul> <p><b>Deliverables</b></p> <ul style="list-style-type: none"> <li>• Unified computing quarterly business report</li> </ul> <p>Ad hoc discussions about unified computing and IT trends as requested by executives</p>	<ul style="list-style-type: none"> <li>• Helps provide a clear understanding of your current UCS activities and challenges</li> <li>• Establishes agreement on new UCS activities to be undertaken over the next quarter</li> <li>• Provides a clear and common understanding of trackable work functions and deliverables</li> </ul>
<p><b>Knowledge Transfer</b></p> <p>TAM and Cisco help IT staff build UCS knowledge and skills</p> <p><b>Activities</b></p> <ul style="list-style-type: none"> <li>• IT staff builds expertise in UCS working with TAM</li> <li>• Staff has full access to Cisco's extensive online resources</li> </ul> <p><b>Deliverable</b></p> <p>Informal knowledge transfer</p>	<ul style="list-style-type: none"> <li>• Helps expand IT staff's unified computing expertise</li> </ul>

Activities and Deliverables	Benefits
<p><b>Technical Assessments: Support Planning</b></p> <p>TAM aligns UCS technical support activities and recommendations with your business strategy and provides a clear support roadmap</p> <p><b>Activities</b></p> <ul style="list-style-type: none"> <li>• Document the engagement model between Cisco and your business, including: <ul style="list-style-type: none"> <li>– Contact names</li> <li>– Areas of responsibility</li> <li>– Engagement expectations for Cisco and customer</li> <li>– Frequency of meetings</li> <li>– Onsite customer visits</li> <li>– Timing of status reports</li> <li>– Components of your unified computing environment that will be included in activities such as the patch-level assessment</li> </ul> </li> <li>• Review progress against the plan (quarterly)</li> <li>• Revise plan twice a year to capture changes in strategy, task priorities, personnel, and/or scope</li> <li>• Support daily operations, assist in future planning efforts, and accelerate fault isolation</li> </ul> <p><b>Deliverable</b></p> <ul style="list-style-type: none"> <li>• Unified computing support plan</li> </ul>	<ul style="list-style-type: none"> <li>• Enhanced operational support through a Cisco technical account manager who is accountable for UCS support and provides recommendations to improve efficiency and avoid future issues</li> <li>• Facilitates mutual understanding of the critical requirements for running a unified computing environment</li> <li>• Provides a clear understanding of roles, responsibilities, and deliverables and facilitates rapid response to issues and outages</li> <li>• Quantifies progress by periodically reviewing and updating the plan</li> </ul>
<p><b>UCS Technical Assessment: Health Check</b></p> <p>TAM conducts comprehensive health check based on Cisco's leading practices that provides a holistic view of the unified computing environment. It includes:</p> <ul style="list-style-type: none"> <li>• Topology map</li> <li>• Fabric asset report</li> <li>• Fabric-critical problem notification</li> </ul> <p><b>Activities</b></p> <p><b>Topology map</b></p> <ul style="list-style-type: none"> <li>• Provides an diagram of the data center architecture</li> <li>• Diagrams how the unified computing environment fits into the larger architecture</li> <li>• Includes your data center and unified computing products, including Cisco supported third-party components spanning compute, network, and storage resources</li> </ul> <p><b>Fabric asset report</b></p> <ul style="list-style-type: none"> <li>• Provides a breakdown of the physical assets in your computing environment, including: <ul style="list-style-type: none"> <li>– Devices</li> <li>– Product serial numbers</li> <li>– IP addresses</li> </ul> </li> <li>• Maintains information inclusive of support contract agreements (effective and renewal dates, purchase orders, inventory, and delivery dates)</li> <li>• Provides product documentation inclusive of (but not limited to) installation guides, troubleshooting tips, known bugs and fixes, security updates, and maintenance and optimization</li> </ul> <p><b>Fabric-critical problem notification</b></p> <ul style="list-style-type: none"> <li>• Notification of Cisco identified problems that are applicable to your unique unified computing environment</li> </ul> <p><b>Deliverables</b></p> <ul style="list-style-type: none"> <li>• Unified computing topology map</li> <li>• Unified computing fabric asset report</li> <li>• Unified computing fabric-critical problem notification</li> </ul>	<ul style="list-style-type: none"> <li>• Helps improve or maintain the overall health of your unified computing environment in a dynamic data center environment</li> </ul>

Activities and Deliverables	Benefits
<p><b>Technical Assessment: Critical Patch-Level Assessment</b> TAM analyzes the software versions across your unified computing environment and recommends the proper patch level to help eliminate vulnerabilities and possibly provide additional functionality. The assessment includes every device in your unified computing environment.</p> <p><b>Activities</b></p> <ul style="list-style-type: none"> <li>Conduct critical patch-level assessment for Cisco and select third-party software that is part of your unified computing solution defined by Cisco</li> <li>Provide clear guidance on what software levels should be running on each device</li> </ul> <p><b>Deliverable</b></p> <ul style="list-style-type: none"> <li>Unified computing-critical patch-level assessment</li> </ul>	<ul style="list-style-type: none"> <li>Improves system performance and availability by increasing awareness of patch levels and software-level consistency across the entire unified computing environment</li> <li>Reduces operational risk by identifying costly technical problems or downtime due to less than optimal or inconsistent patch levels</li> <li>Improves process for tracking end-of-life products and service contracts that can improve your return on investment</li> <li>Informs you of potential issues that might affect your environment and help prevent problems from occurring</li> </ul>
<p><b>Technical Change Recommendations</b> TAM makes recommendations for technical changes</p> <p><b>Activities</b></p> <ul style="list-style-type: none"> <li>Analyzes results of assessments and IT organization</li> <li>Uses Cisco leading practices to develop recommendations</li> </ul> <p><b>Deliverable</b></p> <ul style="list-style-type: none"> <li>Technical change recommendations</li> </ul>	<ul style="list-style-type: none"> <li>Provides actionable recommendations that can be implemented either by your IT staff or a Cisco field support engineer (FSE)</li> </ul>
<p><b>Crisis Management Leadership</b> TAM helps accelerate problem remediation and resolution</p> <p><b>Activities</b></p> <ul style="list-style-type: none"> <li>Coordinates activities with third-party UCS vendors</li> <li>Can submit Cisco and third-party service requests</li> </ul> <p><b>Deliverable</b></p> <ul style="list-style-type: none"> <li>Assistance with problem resolution when issues arise that jeopardize business continuity</li> </ul>	<ul style="list-style-type: none"> <li>Speeds critical problem resolution to help minimize the risk of downtime</li> </ul>

## Expedited Technical Support

With the Cisco Unified Computing Mission Critical Support Service, you get expedited access to Cisco's award-winning Technical Assistance Center (TAC). For severity 1 or 2 problems, you will get a response within 30 minutes or less and quick access to Unified Computing System support specialists.

Table 2 summarizes the UCS expedited technical support features and benefits.

**Table 2.** UCS Expedited Technical Support Features and Benefits

Features	Benefits
<p><b>Expedited Technical Support</b></p> <ul style="list-style-type: none"> <li>Response time in 30 minutes or less for severity 1 or 2 problems</li> <li>Direct access to Cisco level 2 support engineers</li> <li>High-level support team understands your unified computing environment and has extensive experience in complex data center implementations</li> <li>Global, around-the-clock support to Cisco's award-winning TAC</li> <li>Includes software and hardware support, proactive diagnostics and real-time alerts, and onsite hardware replacement in as little as two hours</li> </ul>	<ul style="list-style-type: none"> <li>Accelerates problem resolution through direct access to a high-level support team</li> <li>Improves uptime and performance of Mission Critical unified computing resources through anytime access to vital technical support and resources</li> </ul>

## Expert Field Support Engineering Option

If you require hands-on implementation of changes recommended by the TAM, the Cisco Unified Computing Mission Critical Support Service offers expert field support engineering, delivered by a Cisco field support engineer (FSE) with deep technical and UCS expertise. The FSE applies patches, upgrades, and problem remedies recommended by the TAM and approved by you.

Table 3 summarizes the UCS expert field support engineering features and benefits.

**Table 3.** UCS Expert Field Support Engineering Features and Benefits

Features	Benefits
<p><b>UCS Expert Field Support Engineering</b></p> <ul style="list-style-type: none"> <li>• Field support engineer implements proactive and remedial changes               <ul style="list-style-type: none"> <li>– Remotely and onsite</li> <li>– Based on direction from you through the TAM</li> </ul> </li> <li>• Has extensive UCS and data center experience</li> <li>• Visits your site location to gather service-related information, makes changes to your environment, review critical cases, perform system changes and updates when needed</li> <li>• Informally transfers deep technical knowledge to your IT staff</li> </ul>	<ul style="list-style-type: none"> <li>• Reduces risk to your business by proactively implementing patches and upgrades</li> <li>• Helps facilitate rapid problem resolution in critical situations across your unified computing environment</li> <li>• Helps your IT staff build their unified computing expertise</li> </ul>

## Everything in the Cisco Unified Computing Support Service

The Cisco Unified Computing Mission Critical Support Service also includes all the features of the Cisco Unified Computing Support Service. You get expert software and hardware support to help you sustain performance and high availability of your unified computing environment. If you purchased your server operating system or virtualization software from Cisco, we will also provide 24-hour support for this third-party software. Our support engineers have a wide range of industry certifications, including VMware, Red Hat, Novell, and Microsoft certifications. As a result, Cisco support engineers help you resolve identifiable and reproducible problems, using established escalation management procedures to enlist specialized expertise from Cisco and selected third parties where necessary.

The service also includes flexible hardware replacement options, including replacement in as little as two hours. You can access Cisco's extensive online technical resources to help you maintain optimal efficiency and uptime of your unified computing environment. For UCS blade servers, you get Smart Call Home, which provides proactive, embedded diagnostics and real-time alerts. For systems that include the Unified Computing System Manager, the support service includes downloads of Unified Computing System Manager upgrades, which might require appropriate software licensing.

Table 4 summarizes the Unified Computing Support Service features and benefits included with the Mission Critical Support Service.

Table 4. Additional Unified Computing Support Service Features and Benefits

Features	Benefits
<p><b>Software Support</b></p> <p>TAC support and access to software downloads to help effectively run and manage your unified computing environment, including:</p> <ul style="list-style-type: none"> <li>• Around-the-clock support for Cisco and third-party software purchased from Cisco as part of the UCS solution</li> <li>• Triage support for third-party software that is part of the UCS solution defined by Cisco but not purchased from Cisco</li> <li>• Downloads of BIOS, drivers, and firmware updates within the licensed feature set for UCS</li> <li>• Downloads of UCSM upgrades for systems with the Unified Computing System Manager; might require appropriate software licensing</li> </ul>	<ul style="list-style-type: none"> <li>• Extends the life of Cisco devices and solutions by running the most current software</li> <li>• Software updates help maintain strong system security improve performance, enable better bandwidth management, provide new protocol support, and allow greater interoperability</li> </ul>
<p><b>Smart Call Home</b></p> <p>Uses embedded call home technology to provide proactive diagnostics, real-time alerts and automatically generate service requests</p> <ul style="list-style-type: none"> <li>• Proactively delivers the critical detailed information that support teams need to quickly identify and resolve issues</li> <li>• For specific alerts, automatically generates a service request with the Cisco TAC for severe issues</li> <li>• Uses secure, reliable data transport</li> <li>• Personalized web-based portal provides convenient access to call home messages, detailed diagnostics, recommendations, and inventory</li> <li>• Available for Cisco UCS B-Series Blade Servers with a UCS support service or Mission Critical support service contract</li> </ul>	<ul style="list-style-type: none"> <li>• Helps you identify and resolve issues quickly</li> <li>• Provides the ability to proactively identify and diagnose hardware issues before they affect critical applications</li> <li>• Improves availability by proactively informing your support organization of impending issues</li> <li>• Increases visibility into your unified computing environment and network through diagnostic reports on Smart Call Home-enabled devices</li> </ul>
<p><b>Advance Hardware Replacement</b></p> <p>Mission Critical support includes Cisco's two fastest, onsite hardware replacement options: 24x7x2 or 24x7x4. You get:</p> <ul style="list-style-type: none"> <li>• Dependable, fast access to business-critical parts</li> <li>• Enabled by the Cisco service supply chain, a network of over 900 spare parts depots around the world managed by a sophisticated global inventory that automates parts stocking processes worldwide</li> </ul>	<ul style="list-style-type: none"> <li>• Helps remedy unified computing hardware issues in an expedited fashion</li> <li>• Provides fast, accurate onsite parts installation from unified computing support engineers</li> </ul>
<p><b>Online Cisco Expertise on Demand</b></p> <p>Anytime access to the extensive Cisco.com knowledge base and tools, including:</p> <ul style="list-style-type: none"> <li>• Personalized web portal allows you to find new software releases, bug reports and repairs, and troubleshooting tools</li> <li>• Automated troubleshooting and configuration tools</li> <li>• Software documentation, technical videos on demand, podcasts, white papers, and security advisories</li> <li>• Support wiki allows you to access the latest technology and share best practices, technical tips, and methodologies</li> <li>• Monthly newsletter alerts subscribers to new tools, resources, and exclusive tips</li> </ul>	<ul style="list-style-type: none"> <li>• Improves operational efficiency by providing the information and knowledge to run your UCS more efficiently</li> <li>• Provides easy access to Cisco's extensive technical resources</li> </ul>

## Benefits

The Cisco Unified Computing Mission Critical Support Service meets the specialized support needs of those Cisco UCS customers who require minimal downtime, accountable technical support management, and fast problem recovery. Cisco Unified Computing Mission Critical Support Service helps you to:

- Protect your business operations by maintaining peak efficiency and high availability of your unified computing environment and critical business applications
- Improve uptime and performance of Mission Critical unified computing environment
- Realize the full value of your unified computing investment

## Cisco Expertise

Cisco uses best practices and proven methodologies to help you quickly and efficiently operate a high-performance, resilient, and scalable virtualized architecture for your business. The Cisco Unified Computing Mission Critical Support Service is delivered by a team of Cisco support engineers who are subject matter experts in data center technologies, with specific expertise in the Cisco Unified Computing System. They have direct experience in operating and maintaining the operational efficiency and 24x7x365 availability of Mission Critical unified computing environments and the third-party software that is part of your UCS solution. Our support engineers have a wide range of industry certifications, including VMware, Red Hat, Novell, and Microsoft. As a result, they can help you resolve identifiable and reproducible problems, using established escalation management procedures to enlist specialized expertise from Cisco and selected third parties where necessary. Cisco product and technology expertise is continually enhanced by hands-on experience with real-life networks and broad exposure to the latest technology and implementations.

## Why Cisco Data Center Services?

Today, the data center is a strategic asset in a world that demands better integration among people, information, and ideas. Your business and your data center work better when technology products and services are aligned with your business needs and opportunities. Cisco and our industry-leading partners deliver intelligent, personalized services that accelerate the transformation of your data center. Using a unified view of data center assets, Cisco takes an architectural approach to help you efficiently consolidate, virtualize, and manage data center resources. Cisco Data Center Services help transform, optimize, and protect your data center to reduce costs, deliver high availability, and improve application performance.

## Availability and Ordering

The Cisco Unified Computing Mission Critical Support Service is globally available today through an annual subscription. This service can be ordered through your local Cisco account representative or Cisco UCS Authorized Technology Provider partner.

## To Find Out More

For more information about Cisco Unified Computing Services, visit [www.cisco.com/go/unifiedcomputingservices](http://www.cisco.com/go/unifiedcomputingservices).

To learn more about our comprehensive portfolio of Cisco Data Center Services, visit [www.cisco.com/go/dcservices](http://www.cisco.com/go/dcservices) or contact your Cisco service account manager.



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