



## Managed Services Advanced: Customer Reference Validation

The Cisco® Managed Services Advanced certification is for partners who sell and deliver Cisco-based managed services through a direct network operations center (NOC) investment and offer basic management capabilities. Cisco Managed Services Advanced Channel Partners use ITIL® processes, practices, and tools to support Cisco advanced technologies, from preparing, planning, designing, and implementing to operation. Managed Services Advanced Channel Partners must demonstrate capabilities to support a minimum of two referenceable customers.

Company name: \_\_\_\_\_

NOC location(s): \_\_\_\_\_

Customer 1: \_\_\_\_\_

Managed service(s) sold: \_\_\_\_\_

*You will be required to show the customer contract or SLA as evidence during the onsite audit.*

Customer 2: \_\_\_\_\_

Managed service(s) sold: \_\_\_\_\_

*You will be required to show the customer contract or SLA as evidence during the onsite audit.*

Note: Customer reference documents must be completed and uploaded into the Certification and Specialization Application (CSApp) tool.

Signed by: \_\_\_\_\_

Printed name: \_\_\_\_\_

Title: \_\_\_\_\_