



## Managed Services Express: Customer Reference Validation

The Cisco® Managed Services Express certification is for partners who sell Cisco-based managed services and who have expertise in presales, design, and implementation of Cisco technologies. Cisco Managed Services Express Channel Partners can either offer these services through own their network operations center (NOC) or enter into service-level management (SLM) through a contractual relationship with a third-party NOC to provide these services. A Managed Services Express Channel Partner is responsible for managing the customer relationship and represents the managed services they sell as their own. These 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: \_\_\_\_\_