



## Managed Services Master: Customer Reference Validation

The Cisco® Managed Services Master certification is for partners who sell and deliver Cisco-based managed services through a premium network operations center (NOC) investment and offer enhanced management practices. Cisco Managed Services Master Channel Partners have established managed services ITIL® processes, practices, and tools in place to support Cisco advanced technologies at all phases of the lifecycle—prepare, plan, design, implement, operate, and optimize. Managed Services Master Channel Partners must demonstrate capabilities to support a minimum of 10 referenceable customers.

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

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

I certify that we are serving at least 10 unique managed services customers from our network operations center and agree to share evidence during our onsite audit.  
*(You will be required to show the customer contracts or SLAs as evidence during the onsite audit.)*

I understand that the auditor is under a nondisclosure agreement with Cisco and that this information will be used to validate the Managed Services Channel Program requirement only.

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

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

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

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