

# Cisco Data Virtualization Customer Advisory Program



### Common Mission: Advance Cisco Data Virtualization Customer Success

Customer success matters. Advancing Cisco® Data Virtualization products and services offerings and our customers’ successful deployment of them has been the mission of the Cisco Data Virtualization Customer Advisory Program (CAP) since the initial Customer Advisory Council meeting in 2005. This mission continues to guide today’s greatly expanded program.

### Better Together Enabled by 360-Degree by 365-Day Engagement

Cisco Data Virtualization customers and partners participate with Cisco Data Virtualization Product Management, R&D, Advanced Services, and support staff in this exclusive community through a variety of online and face-to-face activities. This 360-degree by 365-day engagement approach delivers the shared insights and resources critical to mutual success.

### Customer Advisory Program Website Is Your Always-On Connection

The Cisco Data Virtualization Customer Advisory Program [website](#) (Figure 1) is where members access program resources, sign up for future activities, engage with Cisco Data Virtualization staff, and collaborate with other program members.

Figure 1. Cisco Data Virtualization Customer Advisory Program Website



The following are examples of the primary resources found on the community website:

- [Discussion threads](#) enable community members to launch and participate in free-form conversations online anytime.
- [Community events and archives](#) allow community members to see and participate in upcoming events such as webinars, working groups, and regional workshops, as well as review archives from prior events.

- [Cisco Support access](#) provides access to a range of online support services, including:
  - [License portal access](#) lets licensees generate appropriate software licenses.
  - [Software downloads](#) allow easy access to the latest release versions, service packs, and more.
  - [Knowledge-based content](#) is readily available, including known issues, troubleshooting guides, severity escalation guidelines, and more.
  - [Support Case Manager](#) enables incident recording and progress tracking.
- Links to the [Cisco Data Virtualization knowledgebase](#) provides a one-stop, self-service shop for Cisco Data Virtualization products and services content, including business and technical white papers; tutorials; tech tips; Cisco Information Server product documentation; and links to myriad additional resources, Cisco training, Cisco Support, and more.

To see the complete list of online resources, go to the [website](#).

### Myriad Community Activities Provide Vibrant Collaboration

The Cisco Data Virtualization Customer Advisory Program hosts dozens of online and face-to-face activities annually, including:

- **Webinars** led by Cisco Information Server product managers keep the program members up to date about new release schedules and capabilities.
- **Webinars** led by Advanced Services architects and consultants educate members about best practices and provide other pragmatic lessons learned and advice.
- **Working groups** allow members to participate with Cisco product, R&D, and Advanced Services teams to specify, design, and test new product capabilities and best practices.

- **Regional customer workshops** are local events, typically held at a Cisco office, where members meet face to face to share plans, insights, use cases, and more.
- **One-on-one meetings** are personalized sessions with support, product management, Advanced Services, and program managers designed to help program members take maximum advantage of Cisco's myriad resources, activities, and engagement opportunities.

Follow the [online calendar](#) to stay abreast of and sign up for relevant activities.

### Getting Started Is Quick and Easy

Follow these easy steps to join this exclusive customer community:

1. Create an account for [Cisco.com](#), register [here!](#)
2. Log in to the [Support Forums](#) community and Accept the Terms and Conditions (this step must be completed in order to activate username).
3. Email your username to [ksplaine@cisco.com](mailto:ksplaine@cisco.com).

Upon completion of membership and periodically thereafter, community members are encouraged to meet one on one with the Customer Advisory Program manager, Kimberly Splaine, to develop and update their organization's CAP action plan.

This plan will serve as a step-by-step guide for using community activities so together we can optimize Cisco Data Virtualization implementation success.

### Reach Out to Learn More

To learn more about the program, reach out to the Customer Advisory Program manager, Kim Splaine, by email ([ksplaine@cisco.com](mailto:ksplaine@cisco.com)) or phone her at +1 408 424 2479.