

# Software Support for Cisco Collaboration Flex Plan

## Choose the support that's right for your business

When your enterprise has a diverse workforce that spans multiple locations, you can't allow physical distance to stop your business or make it harder for employees, customers, and suppliers to communicate.

Your collaboration environment is a strategic competitive differentiator in today's digital world. When used to its fullest potential, it helps your company achieve its business outcomes by giving you virtual access to anyone, anywhere. By doing so, you can increase collaboration, leading to quicker decision-making and more rapid innovation.

And with a network that contains leading-edge on-premises and cloud collaboration software, you need access to subject matter experts within both of these environments. Purchasing your collaboration solution was the first step in achieving your business objectives. However, having the right level of technical support is also essential.

That's where Software Support for Cisco Collaboration Flex Plan comes into play. With three service levels to choose from, from Basic to the high-value Enhanced or Premium levels, it allows you to select the right amount of support to help your company obtain the most from its investment.

## Benefits

- **Increased uptime** through rapid resolution of software incidents and proactive support
- **Prioritized support experience** with direct access to product experts
- **Faster return on your software investment,** with IT onboarding assistance and seamless integration of the software into your current environment and workflows

Table 1. Software Support for Cisco Collaboration Flex Plan- Basic, Enhanced, and Premium features

Deliverables	Software Support service levels		
	Basic	Enhanced	Premium
<b>Software technical support</b> <ul style="list-style-type: none"> <li>• 24x7 case submission and technical assistance.</li> <li>• Initial response time service level objective for Severity 1 and 2 cases</li> </ul>	✓ 60 minutes	✓ 30 minutes	✓ 15 minutes
<b>Software updates</b> <ul style="list-style-type: none"> <li>• All software release updates of the supported product</li> </ul>	✓	✓	✓
<b>Knowledgebase and online resources</b> <ul style="list-style-type: none"> <li>• Online access to standard adoption materials, marketing materials, all support tools, and product knowledge</li> </ul>	✓	✓	✓
<b>Priority Technical Support</b> <ul style="list-style-type: none"> <li>• Priority handling of cases based on Software Support service level</li> <li>• Direct access to software technical support experts</li> <li>• Reduce multiple handoffs by having a single owner, matching cases to qualified engineers</li> <li>• Reduce future support calls through holistic problem resolution by addressing related issues once current problem is solved</li> </ul>		Prioritized case handling over Basic service level ✓ ✓	Prioritized case handling over Enhanced service level ✓ ✓
<b>IT Onboarding</b> <ul style="list-style-type: none"> <li>• Welcome email, kickoff meeting, technical discovery meeting, best practices for interacting with Cisco Technical Support</li> <li>• Advice and assistance for Smart Account set-up and Smart License activation</li> <li>• Support and guidance for software deployment</li> <li>• Support for integrating software into the IT environment.</li> </ul>		✓ ✓	✓
<b>IT Adoption</b> <ul style="list-style-type: none"> <li>• Ongoing guidance for IT help desks</li> <li>• Support and guidance for software updates, migration and performance maintenance</li> <li>• Security threat monitoring and periodic system risk evaluations</li> <li>• Software usage monitoring</li> <li>• Recommendations for pertinent learning and training available on Cisco.com or the Cisco Learning website</li> <li>• Quarterly Enterprise IT adoption reviews with actionable recommendations for ROI improvements</li> </ul>		✓	✓
<b>Designated service management</b> <ul style="list-style-type: none"> <li>• Assigned expert with specialized technical knowledge of the customer’s Cisco software solution</li> <li>• Product-level expert providing incident management, case escalation management and change management</li> <li>• Provides product-level support geared toward the customer’s specific environment including proactive consultation for integrating software features into customer workflows, advise on upgrades, migration and expansion, and software configuration reviews and recommendations to reduce service disruptions</li> </ul>			✓
<b>Support case analytics</b> <ul style="list-style-type: none"> <li>• Support case analysis for Severity 1 and 2 issues with best practices to reduce support cases</li> <li>• Periodic technical reviews of overall operational performance</li> </ul>			✓

## Next steps

Your Cisco account manager or Cisco authorized reseller can help you choose between the Basic, Enhanced, and Premium service levels.

To learn more about Software Support for Cisco Collaboration Flex Plan, and the products it supports, refer to the [Software Support Data Sheet](#). For additional information, please contact your account manager or a Cisco authorized reseller.

The Basic service level is included with Collaboration Flex Plan product purchases. To increase uptime and achieve a faster return on your software investment, upgrade to the high-value Enhanced or Premium service levels.

The Enhanced and Premium service levels are especially beneficial if you need faster deployment of your software, a seamless support experience across on premise, cloud and hosted deployments that lead to a faster ROI. You also get configuration assistance, direct access to subject matter experts, faster response times, priority queuing, IT adoption services, and proactive support.

The Enhanced and Premium service levels also provide IT adoption training to help ensure that your IT team is quickly able to deploy your solution and to help your team fully grasp the Cisco Collaboration Flex Plan products.

With the Premium support service level, you also get assigned specialized technical expertise to provide even more incremental support benefits, proactive consultations, and targeted recommendations.

Do not miss the opportunity to leverage the Enhanced or Premium service levels to surge your productivity and get ahead of your competitors.

## How do I decide which level is right for my business?

Choosing the right technical service to support your company's investment is never an easy choice. Some questions to consider include:

- How quickly do you want issues resolved?
- Do you want direct, 24x7 access to collaboration subject matter experts?
- Do you have the time and resources necessary to ensure that your team fully understands how to use their collaboration tools?
- Would your team benefit from technical training and sharing of best practices?
- How critical is your collaboration solution to your business?
- Do you want to quickly realize the full value of your investment and ensure utilization of the product by your IT team?
- Do you need to integrate APIs or other products/solutions?
- How important is access to usage metrics or consumption monitoring?

These are just a few questions for you to consider. At Cisco, we want to make sure that your business has the right level of support for its Cisco Collaboration Flex Plan software products.