

Software Support for Unified Communications

Choose the support that's right for your business

Your company relies on its communications infrastructure to keep everyone connected anytime, anywhere, and on any device.

Your collaboration environment is a strategic competitive differentiator in today's digital world. Maintaining high availability and adoption rates with minimal risk are only the basic expectations from your internal customers. Selecting the right level of technical support is the first step to achieve the full potential of your infrastructure.

That is where Software Support for Unified Communications comes into play. With three options of support to choose from (Basic, Enhanced, and Premium), this offer is designed to enable faster business outcomes, keep your company up to date with the latest technology, and give you peace of mind when it matters.

Benefits

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

Table 1. Software support for unified communications—Basic, enhanced, and premium options

Deliverables		Software support options		
		Basic	Enhanced	Premium
Software technical support	24x7 case submission and technical assistance.	✓	✓	✓
Initial response	Response-time service-level objective for severity 1 and 2 cases.	60 minutes	30 minutes	15 minutes
Software updates	Access to available software maintenance, and to minor and major updates of the supported product.	✓	✓	✓
Knowledge base and online resources	Online access to standard adoption materials, marketing materials, all support tools, and product knowledge.	✓	✓	✓
Prioritized case handling	Priority handling of cases by software support option.		Prioritized case handling over basic tier	Prioritized case handling over enhanced tier
Software configuration guidance	Support and guidance for software deployment, updates, migration and performance maintenance.		✓	✓
Direct access to experts	Direct access to technical support experts.		✓	✓
User adoption	Identification of customer adoption priorities by product, with use cases based on customer business processes and practices. Creation of user adoption plan with periodic plan reviews.	*	✓	✓
Technical adoption support for software integration	Support for integrating and deploying software into the IT environment. Includes initial training on best practices for interacting with Cisco® technical support, ongoing guidance for supporting internal users, and periodic system risk evaluations.		✓	✓
Learning and training	Recommendations for pertinent learning and training available on Cisco.com or the Cisco learning services website.		✓	✓
Advanced technical adoption business reviews	Review of the customer’s business against the adoption plan to see how the customer is tracking against Key Performance Indicators (KPIs), plus feature usage, training, and creation of a plan for the next quarter.		2x/year	4x/year
Designated service management	Assigned expert with specialized technical knowledge of the customer’s Cisco software solution. Product-level expert providing incident management, case escalation management, and change management. Provides product-level support geared toward the customer’s specific environment, including proactive consultation for integrating software features into customer workflows; advice on upgrades, migrations, and expansions; and software configuration reviews and recommendations to reduce service disruptions.			✓
Advanced support analytics	Support case analysis for Severity 1 and 2 issues, with best practices to reduce support cases. Periodic technical reviews of overall operational performance.			✓

* User adoption services are provided with some subscriptions. Entitlement may vary.

Next steps

Your Cisco account manager or Cisco authorized reseller can help you choose between the Basic, Enhanced, and Premium levels. To learn more about software support for unified communications, please contact your account manager or a Cisco authorized reseller.

The Basic option includes 24x7 award-winning technical support, software updates, and access to online resources.

To accelerate the deployment and adoption of your software, get advice and support on its business-enhancing features, and support hybrid deployments, the Enhanced and Premium options provide incremental, high-value service benefits. You get configuration assistance, direct access to subject matter experts, faster response times, priority queuing, adoption services, and proactive support. With onboarding training, you'll help ensure that your IT team is quickly able to deploy your solution.

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

Some questions to consider while choosing your service option include:

- How critical it is to achieve fast adoption of our collaboration technology?
- Do we take advantage of all features available in our collaboration suites that would allow us to achieve faster business outcomes?
- Would my team benefit from sharing of best practices and from training?
- Do we need case escalation management and actionable support intelligence?

These are just a few questions for you to consider. At Cisco, we want to make sure that you have the right level of support for your unified communications solution and your business.