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Cisco High-Value Services: Next-Generation Technical Services

Results at the speed of business

With today's rapid pace of innovation and change, your business needs to adapt quickly to stay competitive. At the same time, your IT environment is becoming more and more complex as it becomes application-centric, virtualized, and hyperconverged. While new technologies are fueling innovation and transformation, they also present significant challenges.
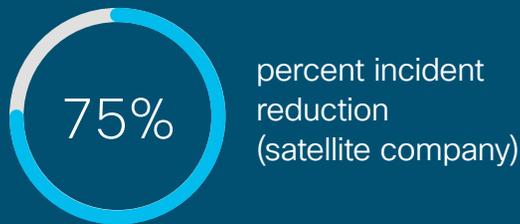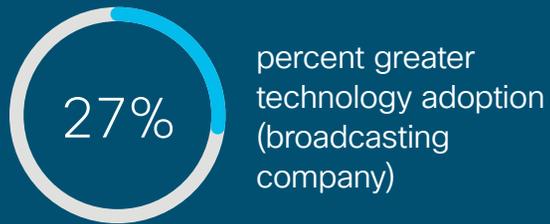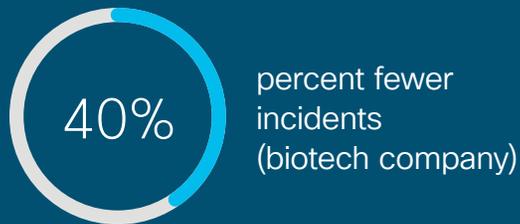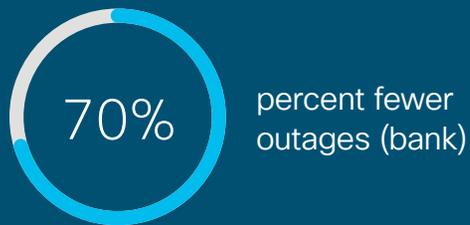
As your IT infrastructure evolves, so must the services that support it. Traditional product support is no longer enough to navigate today's complex and interdependent IT infrastructures. You need higher level services that apply analytics to assess infrastructure performance, anticipate and remediate issues quickly (sometimes before they occur), and improve technology utilization.

Operational inefficiencies can cause quality and performance issues that directly affect your users. You need to anticipate, detect, and resolve incidents quickly to minimize any risk to the business. A few minutes of downtime can be extremely costly.

That's where Cisco® Services come in. A reliable partner to help you improve your IT operations and reduce risk. Building on our award-winning product support services, we are delivering new, innovative Technical Services called high-value services. Our high-value services deliver more proactive and prescriptive service options at the software, solution, and network levels. These high-value services enable you to speed innovation and achieve business results faster and more securely, enabling you to unlock more value from your IT investments.

Benefits

- **Enhance operations** by combining advanced analytics, best practices, and expert guidance for continuous improvement in efficiency and availability

- **Maximize uptime** by accelerating issue resolution with proactive and prescriptive support to assure business continuity

- **Unlock IT value** by using Cisco experts to ease resource constraints and accelerate business results through more effective technology adoption and better technology utilization

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70% percent fewer outages (bank)

40% percent fewer incidents (biotech company)

27% percent greater technology adoption (broadcasting company)

75% percent incident reduction (satellite company)

High-value services		
	Network	TS Advantage, SP Advantage, Cisco Managed Services
	Solution	Solution Support
	Software	Software Support Enhanced and Premium

Foundational services		
	Product	Smart Net Total Care, Software Support Basic

Unlock more IT value

We are changing the services landscape by creating a new category of high-level premium services. Cisco is the only company that combines technical adoption and onboarding capabilities, workflow integration, and support for third-party partner ecosystems with technology experts who can help you navigate through your complex IT environment. Our high-value services portfolio includes the following offers.

Software
· **Software support** maximizes uptime, provides a better support experience, and unlocks more IT value with enhanced and premium

service options. Cisco experts help users transparently integrate new technologies into an organization's current environment and workflows to make sure they are taking full advantage of software capabilities:

- Designated experts for case and change management
- Software consumption analysis to drive greater technology adoption
- Workflow integration and proactive notifications, onboarding, and training

Your IT infrastructure can be a competitive advantage that helps your business stay ahead in today's rapidly changing business environment.

Cisco high-value services can help you accelerate business results and reduce the risk of downtime.

For more information, contact your Cisco representative to discuss how Cisco can help you get the most out of your IT investments.

Solution

- **Solution support** delivers centralized support across Cisco solution ecosystems. Customers get access to a team of Cisco engineers who are experts in specific solutions and are the primary point of contact:
  - Accountability for case management and resolution, no matter where it resides
  - Onboarding sessions to fully utilize the service and accelerate adoption of new technologies
  - Issue resolution that is on average 43 percent faster than product support alone

Network

- **TS Advantage** improves customer network management to increase operational efficiency and minimize disruption. Key features include:
  - Customer benchmarking compares key performance metrics to industry peers to identify differentiators and drive operational improvements
  - Key Performance Indicator (KPI) scorecard that tracks performance trends by time period
  - SLAs for response and restoration times to help maximize uptime

- **SP Advantage** is a highly modular and flexible solution that helps service providers extract more value from their voice and data networks, lower costs, and drive simplicity and profitability:
  - Designated and dedicated experts to provide problem resolution and incident review
  - Actionable analytics, customer benchmarking, and KPIs to improve efficiency
  - SLAs for response and restoration times to help maximize uptime

- **Managed Services** provides proactive monitoring, management, and optimization of IT infrastructures and processes led by Cisco for network, collaboration, data center, and security operations:
  - Dedicated expert technical staff that supports multivendor technologies
  - Predictive network analysis, remote monitoring, and automated incident detection
  - Technical adoption, onboarding, and high SLAs/SLOs