

# Cisco Combined Services



**Streamlines services  
planning, ordering, renewal**



**Supports IT  
and business expansion**



**Helps minimize IT  
and business disruption**



**Improves operational efficiency  
and reduces cost**

## A simpler way of doing business with Cisco

Simplify how you strategize your purchase, order, and renewal of Cisco® Services with Cisco Combined Services.

- Bundles Cisco Professional Services subscriptions and Support Services in a unified pricing and ordering consumption model.
- Enables you to take a holistic approach to strategizing service needs based on your Cisco technology purchase and your IT and business requirements.
- Combines multiple services into a single approvals process and purchase order line item.
- Reduces the time and resources needed for contract management.
- Allows you to grow services consumption to address your business evolution while maintaining operational efficiency.

## How you benefit

- **Strengthens IT strategy**  
Holistic technology and service conversations drives tighter alignment between IT investments with your critical business objectives.
- **Supports business expansion**  
Flexibility to easily add services to accommodate IT and business growth plans.
- **Minimizes business disruption**  
Automatic renewals of strategically purchased services help ensure continuous coverage for your deployment.
- **Improves operational efficiency**  
Consolidating services ordering streamlines purchasing processes and contract management, and reduces services administration overhead.
- **Improves budget planning**  
Eliminating separate budget cycles for separate services enables more predictable budgeting and easier alignment to budget cycles.

## Eligible Cisco Services

### Cisco Support Services

#### Hardware

- Cisco Smart Net Total Care® Service

#### Software

- Cisco Software Support Service (SWSS)
- Software Application Service (SAS)

#### Solution

- Cisco Solution Support

#### Network

- Cisco Expert Care
- Cisco Technical Services Advantage
- Cisco Service Provider Advantage

#### Technology support

- Telepresence and Video
- Security

#### Education

- Cisco Learning

## Cisco Professional Services

### Business Critical Services

Services for Cisco architectures:

- Collaboration
- Core Networking
- Data Center and Cloud
- Internet of Things (IoT)
- Security

Services for Cisco solutions and technologies:

- Managed Services Accelerator
- Network Function Virtualization
- Network Services Orchestration
- Secure Agile Exchange
- Service Provider
  - Analytics and Assurance
  - Mobility
  - Video
- Software Defined Access
- Software Defined WAN
- Virtual Packet Core

## How do I know if I need Combined Services?

If any of the following apply, Combined Services can be right for your organization:

- **Planning to purchase both Cisco Support and Professional services** to optimize your technology deployment and resolve technical issues.
- **Interested in strategically planning your Cisco technology and Services purchase** to better align with IT and business goals.
- **Looking to increase operational efficiencies** around contract management to reduce administration overhead.
- **Planning an imminent or future technology expansion** and want the right services in place to prepare for growth.
- **Needing to eliminate service coverage gaps** either by adding new service contracts or automating renewals.
- **Seeking more budget predictability** and to better align purchasing and renewals with budget cycles.
- **Needing to address finance department preferences** for a single PO for services purchases, or to budget support and professional services under OpEx.

## How it works

- Work with your Cisco sales representative or partner to strategize the right combination of Cisco Support Services and Professional Services subscriptions for your Cisco technology. Order your chosen services through one line item on your Cisco bill of materials.
- Get your services automatically renewed to mitigate any risk that could occur with service coverage gaps.
- Review your contract to ensure the optimum mix of services. Add services as needed to keep pace with your business and IT growth.

## Next steps

- Contact your Cisco sales representative or partner to talk about how Combined Services can help support your business and IT plans.
- Share this brochure with your business and IT and colleagues.
- Learn more about [Cisco Customer Experience](#) and our services.

Staying competitive means being even more strategic. Find out how something as simple as streamlining services planning and purchasing through Cisco Combined Services can support your business and IT growth.