

High-Touch Expert Care Feature Quick Reference Guide

High-Touch Expert Care

Designed for flexibility in supporting customer operational outcomes

Deliverables*

Incident Management and Problem Management

- Case Management
- Service Reporting
- Escalation Management
- Problem Resolution
- 24x7 Incident Management***
- Root Cause Analysis**

Service Monitoring and Reporting

- Actionable Data Analytics
- Customer Benchmarking
- Key Performance Index Reporting

SLAs***

- Response and Restoration Times

Outcomes



Increase
operational
efficiency



Maximize
availability

Customizable deliverables

Custom SLAs***

Dedicated Support Resources, Onsite
Dedicated Support Resources, Remote
Additional Maintenance Window Events

Optional deliverables

Asset Management
Knowledge Management

*Deliverables deployed remotely by a designated team

** If customer has Problem Management–High-Touch Engineering

*** If customer has Problem Management–High-Touch Technical Support

Deliverables

Incident management

Personalized support

- Escalation support
- Coordination between Cisco support teams and customer teams
- Post-incident review
- Recommendations for corrective action

Service monitoring and reporting

- Weekly meetings to review incident status and related actions
- Quarterly business reviews
- Data and trending analysis, including KPI dashboard reports
- Engineering failure analysis coordination and reporting
- Incident management readiness assessment
- Customer benchmarking, analysis and comparison of key service request performance metrics

Knowledge transfer

- Knowledge gap analysis and training recommendations
- Formal training for operations and troubleshooting best practices
- Technical service review with risk assessment and knowledge transfer
- TOIs and technical trainings on network solutions

Problem management–High Touch engineering

Root cause analysis

- Establish root cause of network infrastructure issues
- Test and verify most probable cause
- Prepare root cause analysis documentation
- Recommend corrective actions

Problem management–High Touch technical support

Problem resolution

- Technical experts who know your network
- 24x7 support for S1 and S2 incidents
- Next business day support for S3 and S4 incidents
- Document key processes
- Perform diagnostics and troubleshooting for S1 and S2
- Proactive escalation support for S1 and S2

Problem management–All

Maintenance window support*

- Open a proactive service request on behalf of the customer
- Review of customer maintenance window procedures
- Technical team on call during maintenance window
- Support for technical aspects of changes
- List software upgrades available
- Maintenance window preparation
- Configuration assistance in support of service requests
- Review syslogs, meeting reports, etc

* Will vary based on core configuration

Service-level agreements***

- Response time
- Restoration time
- Customizable

Customizable features

In the standard offering, all features are remotely delivered by a designated team. Dedicated delivery teams, either remote or onsite, are available. All delivered features are identical regardless of delivery method.

Configurable delivery resources

- Dedicated remote resources
- Dedicated onsite resources

High-Touch Expert Care delivers a strong set of core capabilities and is configurable to meet service provider requirements. The following customizable features are available.

Customizable features

- Additional maintenance window events
- Custom SLAs

*** SLAs only available if customer has problem management-High-Touch Technical Support

Optional deliverables

Additional service components can be purchased as options to enhance asset utilization, increase staff productivity, and reduce unplanned downtime.

Asset management option

- Standard and premium tier asset management options available
- Installed base inventory reconciliation
- Regular updates to installed base inventory (MACDs)
- Reporting on metrics such as service coverage and RMAs
- Smart assist service to accelerate installed base visibility

Knowledge management options

- Knowledge gap analysis and training recommendations
- Access to Cisco's instructor-led training courses
- Access to Cisco's online learning libraries