



# Cisco High-Touch Expert Care

Cisco® High-Touch Expert Care goes beyond “just fix it” to help you achieve specific operational outcomes, so you can keep business processes running, accommodate disruptive technologies, and hold the line on costs.

## Overview

Your network is the backbone that supports your organization. Yet, faced with disruptive emerging technologies, cost pressures, and unprecedented demand for scalability, how do you maintain a high level of business continuity? More importantly, how can you unlock the network’s full potential? Today, your IT team needs more than “just fix it” support and tactical maintenance. You need support that helps you achieve specific operational outcomes.

## Under Business Critical Services

Cisco High-Touch Expert Care (previously TS Advantage and SP Advantage) is a solution under Business Critical Services.

## Benefits

- Reduce capital expenditures and overhead costs
- More efficiently match our resources to your requirements with modular design
- Guide your business using unique analytics
- Preempt preventable incidents and reduce the effects of unavoidable ones
- Protect the integrity of existing services while modifying, building, and deploying new ones

## Designed to be flexible

High-Touch Expert Care provides flexibility in how support resources are allocated. You may elect to have a dedicated (rather than designated) team of Cisco support engineers who provide incident management and problem resolution support either remotely or onsite. A remote dedicated team enables greater customer intimacy and a greater degree of support than a designated team. An onsite dedicated support resource (100 percent onsite) enables the deepest level of customer intimacy and support and helps increase knowledge transfer. Service Level Agreements ensure timely issue response and restoration, and can also be customized by negotiating a separate SLA. Another customizable feature is the number of maintenance window events that can be covered by the High-Touch Technical Support team.

Cisco High-Touch Expert Care optimizes the management of your network to increase operational efficiency and maximize availability (see Figure 1). This personalized premium solution offers a wide range of benefits that collectively focus on a single objective: achieving your desired operational outcomes.

Cisco is leading the movement away from the traditional “just fix it” model toward customer-focused support that helps to ensure business continuity while driving operational efficiency. High-Touch Expert Care is an outcome-based technical service in the marketplace that is:

- Comprehensive
- Flexible
- Delivered by a team of highly experienced Cisco technical experts who get to know your network intimately

This innovative support model promotes alignment between your network and operational goals. It helps you reduce the burden on your IT organization, manage growth more effectively, and keep your organization running smoothly and efficiently.

Figure 1. High-Touch Expert Care solution details



## Partnering with you for operational success

High-Touch Expert Care features are delivered in a dynamic and continuous cycle of improvement focusing on six primary areas to help you achieve and maintain specific operational outcomes (see Figure 2). Each part of the cycle builds upon the others in support of the ultimate goal; customer self-reliance.

### Key deliverables

**Incident Management** provides you with a Cisco operations manager who is familiar with your business, processes, and technical support history to continually monitor your technical support needs, track every open service request, and make sure that IT resources, both at Cisco and within your organization, are aligned appropriately to resolve issues quickly and completely. This level of support can:

- Increase efficiency of the IT staff and overall business by having a single point of contact that simplifies communication
- Enable staff to focus on tasks related to your core business by offloading incident management tasks
- Expedite problem resolution and solve issues quickly and efficiently
- Correct redundant efforts to resolve similar issues

**Problem Management** gives you access to a team of highly skilled network specialists who provide personalized assistance, offering an in-depth familiarity with your networking environment. High-Touch Technical Support offers remediation support 24 hours a day, 7 days a week to enable faster issue resolution and rapid implementation of recommended network changes so network issues are often resolved before they affect business performance. High-Touch Engineering offers analysis of existing and/or historic service requests to determine the steps necessary for improving network availability, troubleshooting of your entire Cisco network for complex and critical issues, problem root-cause analysis at the network infrastructure level, next-step, recommendations, and change/implementation support to resolve identified issues.

### Actionable analytics

KPIs and analytics provide increased visibility into your network to improve operational efficiency. By converting petabytes of exclusive Cisco data into unique, actionable analytics, they provide Cisco engineers and customer IT teams with data driven recommendations to help understand and decide which actions will have the most effect on your network operations.

Benchmarking is a critical component of the actionable analytics and observes trends in your platform stability compared to those of your peers.

## Optional components

The optional components available to purchase in High-Touch Expert Care—Asset Management and Knowledge Management—provide the opportunity to improve operational efficiency and maximize availability with emphasis on specific aspects of network support:

- The **Asset Management** option helps you proactively manage your Cisco assets and contracts across your entire network. The service provides a designated Asset Manager who tracks and manages your assets, provides an accurate inventory, helps you optimize contract management, and delivers insights for informed decision making.
- **Knowledge Management** options include access to the Cisco Platinum Learning Library, and open and/or closed Instructor-led training classes. With any Knowledge Management option, you get a Learning Advisor, to assist in your selection.

## Partnering with you for operational success

High-Touch Expert Care features are delivered in a dynamic and continuous cycle of improvement focusing on six primary areas to help you achieve and maintain specific operational outcomes (see Figure 2). Each part of the cycle builds upon the others in support of the ultimate goal: customer self-reliance.

## Why Cisco?

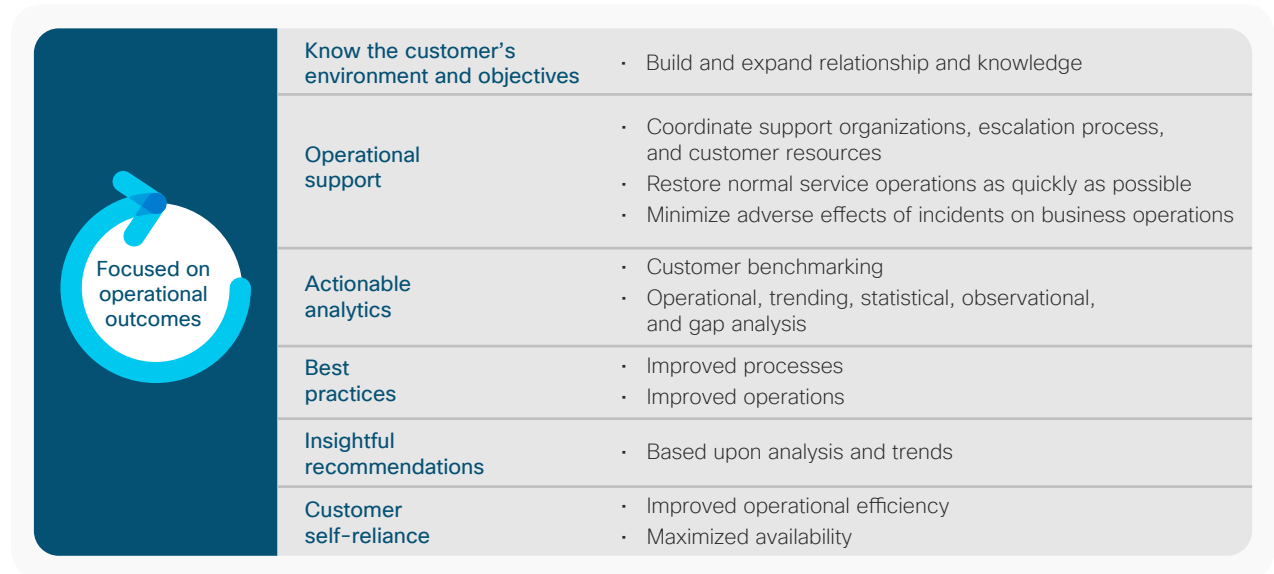
We are invested in your success. Cisco is the most experienced networking vendor, with more than 30 years of thought leadership, 50 million worldwide installations, and more than 6 million annual customer interactions.

Nobody knows networks like Cisco, and nobody knows your network like the High-Touch Expert Care team. As a Cisco High-Touch Expert Care customer, you benefit from Cisco's combined innovation leadership, deep technology expertise, best practices, and proven methodologies. Powerful analytics capabilities built into High-Touch Expert Care enable best-in-class experts to deliver our comprehensive solution in a dynamic and continuous improvement cycle that is designed to help increase operational efficiency and maximize availability.

## Next steps

For more information about Cisco High-Touch Expert Care, click [here](#).

Figure 2. Dynamic and continuous cycle of improvement



We begin the cycle by building and expanding our relationship with you, gaining an in-depth knowledge of your operational environment and objectives.

Next, we coordinate support organizations and escalation processes, restore operations as quickly as possible, and reduce adverse effects of incidents on business operations. We conduct trending and gap analyses of incidents, processes, and training needs.

We then deliver customized reports and recommendations to help you make the right business decisions.

As the cycle continues, we assist in the application of best practices and operational procedures that will help prevent future incidents. Throughout the entire cycle, our goal is to share all of our knowledge, experience, and proven methodologies to optimize your IT network resources.