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November 2017

Cisco Solution Support: Faster Resolution, Enhancing the Customer Experience and Generating Operational Efficiencies

EXECUTIVE SUMMARY

Cisco continues to develop value-added services to help customers keep their deployments running more efficiently and effectively. Among these beneficial services, Cisco Solution Support was specifically created to support multivendor and multiproduct solution environments. Some of its major benefits are:

- A team of engineers with solution-level expertise, the customer's primary point of contact
- Accountability for issue management and resolution, whether the issue is with a Cisco product or a solution partner product
- An average of 38% quicker issue resolution¹ resulting from centralized support across multiple Cisco solution environments, which streamlines access to solution experts and helps accelerate issue resolution, providing customers minimized disruption while maintaining solution performance and improved ROI

More specifically, Cisco Solution Support helps customers with some of the following key challenges:

- **Deploying new technologies in a solution to meet changing business requirements.** Deploying multiple new technologies while maintaining legacy systems that support the business can pose significant challenges. Having a primary point of contact who understands your entire environment is critical to being successful with a new solution deployment.
- **Improving IT service delivery.** Business managers continue to task IT organizations with improving application and system performance and availability, especially for critical business processes. Reducing performance degradations is a key goal for most CIOs and IT managers.

- **Managing the complexity of hybrid IT.** These technologies typically increase the complexity of IT management — making ongoing support and optimization very difficult.

IDC conducted research that explores the value and benefits for organizations using Cisco Solution Support for their network, datacenter, and collaboration environments. The project included interviews with six large enterprises (average annual revenue of \$24.4 billion, with the highest being \$95 billion) that use Cisco Solution Support and have knowledge about the benefits and costs of these services.

IDC created a model that expresses the value and costs for these organizations, including:

- **Topline metrics:** IDC's research showed a 17% reduction in cost of operations, an ROI of 213% over five years, and an annual benefit of \$27,690 per 100 users.
- **Operational and cost efficiencies:** The research showed that IT staff efficiency increased 32% and issues were resolved 38% faster.
- **Performance and reliability:** This is where the real value resides. The IDC study showed that organizations faced 21% fewer issues, which equated to \$37 million of savings in downtime and increased company revenue by an average of \$3.5 million.

¹ IDC interviewed six large enterprises for this 2017 business value study on Cisco Solution Support. Note that Cisco conducted an internal study of more than 10,000 support cases in 2015 and 2016, which resulted in quantifying that this service resolves solution issues an average of 41% (2015) and 43% (2016) more quickly than product support alone.

Here is what customers are saying about Cisco Solution Support:

- **Fewer outages, faster resolution:** "There is a process in place to use Cisco Solution Support to minimize outages and resolve them faster. The Cisco engineers understand how the systems have been deployed across the organization instead of just looking at it from a product point of view. We've seen roughly one-third fewer outages, and we're resolving them about one-third faster."
- **Support for multiple vendors:** "Supporting multiple vendors with Cisco Solution Support is one of the areas that we get a lot of traction and visibility. This is especially true when the issue involves technology across multiple vendors. Solution Support helps us, and we leverage Cisco to get access to other vendors and expedite the resolution of the issue."
- **Free up staff time:** "Cisco Solution Support helps us maintain our infrastructure by us having the ability to quickly call in and open up cases on any abnormal or outage situation. There have been situations where we've been working on something and we'll almost turn that issue over to Cisco, which then frees up my staff to continue to do additional work outside of that specific issue and increases productivity."

Read the complete IDC Business Value Study on Cisco Solution Support.

Visit cisco.com/go/ts for more details.