



# Cisco Solution Support for Critical Infrastructure

Business leaders are asking data centers to be more responsive, deliver operational excellence, and quickly and securely adopt virtualization and cloud technologies.

Many companies are doing this by hand-selecting technology vendors to create solutions that fit their business and IT goals. Yet many do not have the staffing resources and expertise to manage each challenge and technology component separately. And it is not likely that any one vendor can solve complex issues that may arise in an ecosystem.

Customers are telling us they need a new support model that focuses not on individual products, but on the solution as a whole. A service that is as easy to order as product support. One that provides a primary point of contact, making it simple to start a case and get their issue resolved.

## Why Use Cisco Solution Support for Critical Infrastructure?

- Resolve complex solution-level issues more quickly:**  
 Experience increased reliability and performance of your solution as we fast track issue resolution through deep architectural experience and established processes for managing solution partners.
- Focus on your business, not managing complex issues:**  
 Manage your daily business operations and serving your own customers while we take care of unexpected issues that need immediate attention and resolution.
- Innovate with confidence:** Take the leap to new technologies to accelerate your business. Our expert Cisco engineers are here to assist and support your IT team without the limitations of product support alone, especially when it relates to solutions based on new and complex technologies.
- Find support where you need it:** This service is available for the Cisco UCS® OpenStack, FlexPod, VersaStack, and VSPEX Cisco solutions, as well as unstructured data centers built from Cisco UCS and data center networking and enterprise cloud deployments.

## Centralized Support for Your Multivendor Data Center Environments

We can help you get the most out of your data center investment with Cisco® Solution Support. This service offers Cisco solution expertise and accountability for centralized issue management and resolution among Cisco and technology partner products within our covered multivendor solutions (Figure 1).



Figure 1. Cisco Solution Support Features

## Resolve Complex Issues More Quickly

Product support is ideal when an individual component needs attention. However, in multivendor data center environments, issues are often more complex. You need to be able to isolate and resolve issues without creating additional problems.

## How You Benefit from Cisco Solution Support for Critical Infrastructure

- A primary Cisco contact initiates issue resolution and eliminates the need for self-diagnosis of complex issues.
- Technology vendor coordination by Cisco eliminates your need to broker support conversations.
- End-to-end case management by Cisco provides continuity of service from first call to resolution.
- Deep Cisco experience across technologies often results in immediate issue resolution.
- Cisco interoperability expertise holistically fixes problems without creating new ones.
- Includes Cisco Smart Net Total Care or Cisco software services, providing one service for comprehensive support.
- Easily expand to new solutions: attach this service to Cisco products in one solution, and they remain covered when deployed in any future solution you purchase.

Adopt new technologies in your data center with confidence. Free up your IT team and leave complex issue management and resolution to us. We have you covered with Cisco Solution Support for Critical Infrastructure.

Cisco Solution Support is proven to resolve complex issues more quickly in multivendor environments (Figure 2). In a Cisco study of 10,000 complex support cases, on average Cisco Solution Support resolved cases 41 percent more quickly than using product support alone.

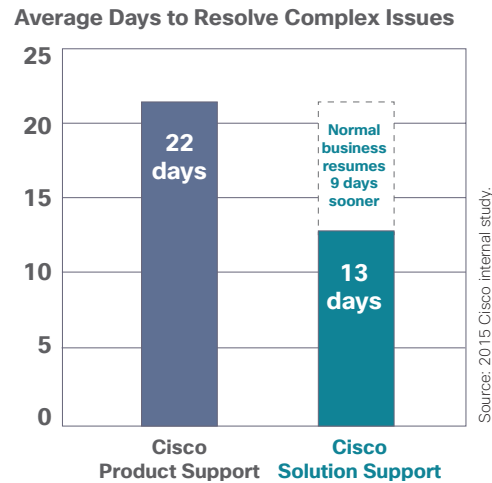


Figure 2. Cisco Solution Support Resolves Complex Issues Quickly

## How It Works

Cisco Solution Support combines Cisco product support—Cisco Smart Net Total Care Service or Cisco software services—with solution-level support into one service. Simply purchase Cisco Solution Support for each Cisco hardware or software product in the covered solution. You are then entitled to open solution-level support cases with us even if the issue is not rooted in a Cisco product. When you open the case, tell us which solution you are using, and we will route you to a Cisco solution expert. We are then responsible for coordinating product support teams—ours and/or those of our solution technology partners—to resolve your issue, no matter where it resides.

\* Product support from solution technology partners within the covered Cisco solution is required. Contact these vendors for details and requirements.

## Next Steps

- Find more details on [Cisco Solution Support at cisco.com](https://www.cisco.com/cisco/solution-support)
- Review the [Cisco Solution Support for Critical Infrastructure Service Definition](#) for more information about technical details and product coverage.
- Contact your local Cisco sales representative with any questions.
- If you have purchased Cisco Smart Net Total Care or Cisco software services for a covered multivendor solution from Cisco, consider upgrading to Cisco Solution Support.