

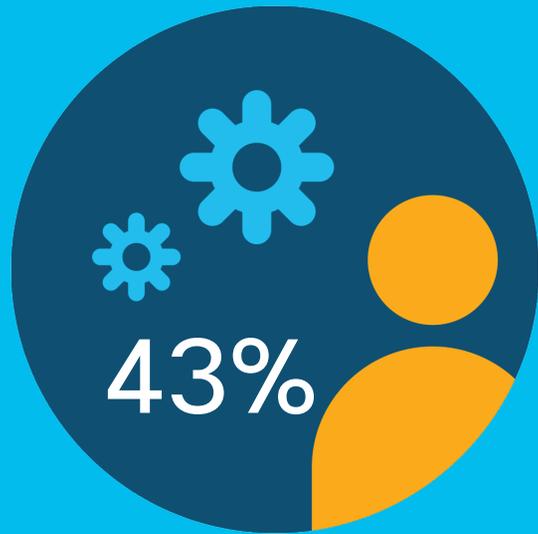
The Right Kind of Technical Service for Your Solution Environment

Cisco Solution Support for IP Fabric for Media

Content providers are looking to meet growing demand for content rich media experiences, such as expanded camera feeds, higher video resolution, and virtual reality capabilities. With Cisco IP Fabric for Media, you can migrate from your serial digital interface (SDI) to IP-based infrastructures to meet these customer needs. And building a IP Fabric for Media solution with your choice of vendors can help you meet your specific IT and business goals (see logos). Yet when an issue may arise with your deployment, ask yourself:

- Do I have the staff and resources to identify my issue?
- Do I have the time to coordinate resources between vendors?
- Can I afford downtime while I'm doing all of the above?





Rapid Resolution for Solution-Level Issues

Average decrease in time to resolve solution-level issues using Cisco Solution Support versus product support alone.

Centralized Support Across Your Cisco IP Fabric for Media Ecosystem

Get centralized support across the products in your Cisco IP Fabric for Media ecosystem with Cisco Solution Support. If an issue arises, simply contact us. Our team of solution experts is your primary point of contact and owns your case from first call to resolution. And because it resolves complex issues in solution environments on average 43 percent more quickly than product support alone¹, it's the right kind of technical service for your solution environment.

Cisco Solution Support Features and Benefits

- **Primary point of contact:** Our team of Cisco solution experts is accountable for resolving your issue no matter where it resides. You receive continuity of service from first call until you close your case.
- **Solution expertise:** Our deep knowledge about IP Fabric composition and architecture and how the solution works as a whole means we can often resolve issues immediately, helping you get back to business sooner.
- **Product support team coordination:** Through our seamless collaboration with the Cisco TAC and strong relationships with solution partners, we effectively manage support to best resolve your issue.

1. December 2016 Cisco internal study

- **Open door approach:** Initiate a case even if you're not sure you have an issue. There's no need to diagnose your problem before contacting our solution experts.
- **One service, broad coverage:** You get both solution-level support and Cisco product support in one service that's easy to order and renew.

Next Steps

Learn more about how Cisco Solution Support delivers the optimal technical service capabilities for your Cisco IP Fabric for Media environment by contacting your Cisco sales representative or partner, and by visiting us at www.cisco.com/go/solutionsupport.