



Cisco Solution Support

Cisco Digital Capabilities

Service Definition

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Contents

About This Document.....	3
Cisco Solution Support Overview	4
Eligible Cisco Digital Capabilities Solutions and Engineer Expertise	4
Cisco and Solution Partner Product Coverage	5
Core Products	5
Cisco Accountable Products	5
Solution Partner Accountable Products	6
Customer Requirements	6
Processes for Resolving Solution-Level Issues	7
Opening a Cisco Solution Support Case for Cisco or Solution Partner Products	7
Working with Cisco Solution Support Engineers	8
Eligible Products and Coverage Levels for Cisco Digital Capabilities Solutions	9
Coverage Limitations and Exclusions for Cisco Digital Capabilities Solutions	11

About This Document

Read this document to learn about how Cisco® Solution Support covers our Digital Capabilities solutions, including:

- Service overview
- What solutions and products are covered
- Customer requirements
- How the service works

Cisco Solution Support Overview

Cisco Solution Support is an essential element of your Cisco Digital Capabilities solution by helping you maintain its performance, reliability, and return on investment. This service delivers centralized support across the products in your solution ecosystem, so 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 Cisco Solution Support resolves complex issues on average 43 percent more quickly than product support alone,¹ it's the right kind of support for your solution environment.

Cisco Solution Support helps you:

- **Innovate with confidence:** Adopt new technologies to grow your business. Our Cisco expert engineers are here to help you succeed.
- **Focus on your business:** We take the lead to manage technology issues so you can focus on your customers and business.
- **Resolve issues quickly:** You can get the most out of your technology with a technical service that solves solution-level issues faster than product support alone.

Features include:

- **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 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.
- **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. Use the same familiar ordering process you use to buy Cisco product support.

¹ 2016 internal Cisco study.

Eligible Cisco Digital Capabilities Solutions and Engineer Expertise

Cisco Solution Support engineer teams are experts in Cisco Validated Designs, reference architectures, and best practices for the eligible Cisco Digital Capabilities solutions listed here. They have deep expertise in Cisco products, and understand how our products and those of our solution partners work together in your deployment. Click the solution name to see its unique list of products eligible for support.

Customer Experience

- [Cisco Mobile Experience](#)

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- [Cisco Virtual Expertise](#)
 - [Cisco Vision Dynamic Signage Director](#)

Note: Eligible Cisco solutions may be comprised of either of the following:

- Cisco and solution partner products (multivendor) or
- Solutions with only Cisco products

We've noted throughout this document when a process and/or requirement applies to multivendor solutions, solutions with only Cisco products, or both. Refer to the tables in "Eligible Products and Coverage Levels for Cisco Digital Capabilities Solutions" to see if your solution is multivendor or contains only Cisco products.

Cisco and Solution Partner Product Coverage

The following section describes how individual products are covered by Cisco Solution Support for multivendor solutions and solutions with only Cisco products. Product coverage is provided in three tiers:

- Cisco products fall under the "Core products" tier.
- Solution partner products fall under the "Cisco accountable" or "solution partner accountable" tiers.

Core Products

This description is relevant for multivendor solutions and solutions with only Cisco products.

Core products are defined as (1) manufactured by Cisco or a Cisco original equipment manufacturer (OEM) and (2) eligible for coverage by a Cisco product support contract.

Cisco is accountable (that is, we make sure support is provided) and responsible (that is, we deliver support) for providing support to resolve issues with core products according to the product service levels chosen in your Cisco Solution Support contract.

Cisco Accountable Products

This description is relevant only for multivendor solutions.

Cisco accountable products are defined as (1) solution partner products and (2) may be listed in Cisco Validated Designs or reference architectures for your solution.

Cisco is accountable for resolving issues with these solution partner products based on the product support contract you have with them. We are able to offer support accountability for these products because we have established a direct support relationship with these solution partners. We have working relationships with their engineer and support teams, access to solution partner product training, and solution partner products represented in Cisco support labs.

Solution partner support teams are responsible for providing support to resolve issues with their products according to your product support contract with them.

Solution Partner Accountable Products

This description is relevant only for multivendor solutions.

Solution Partner Accountable products are defined as (1) solution partner products and (2) may be listed in the [Cisco Marketplace](#) and are often tested and certified by the solution technology partner for use in [name of solution], or (3) solution partner products where we've seen significant customer deployments in their solution.

Cisco takes your first call for solution issues with these solution partner products and coordinates issue resolution.

The solution partner support team is both accountable and responsible for providing support to resolve issues for these products according to your product support contract with them.

For more details about eligible products, see "Eligible Products and Coverage Levels for Cisco Digital Solutions."

Customer Requirements

The following requirements must be met in order to receive support through Cisco Solution Support.

- **Fully operational environment:** Cisco Solution Support is a day-2 support service. There are no features or deliverables associated with planning and/or building your Cisco environment. We assume that your environment is up and running with major functions in operation. If you need help planning and/or building your environment, contact an authorized Cisco representative to learn about professional services.
- **Cisco Solution Support contracts:** Any Cisco products listed in "Eligible Products and Coverage Levels for Cisco Digital Solutions" deployed in your solution environment must be covered by Cisco Solution Support in order to receive solution-level support as described in this document. Purchasing Cisco Solution Support for some, but not all, eligible Cisco products deployed in your solution environment will not provide complete entitlement to this service.
- **Product support contracts:** Product support is required for all components in your Cisco solution.
 - **Cisco components** in your solution are automatically covered by Cisco product support when you purchase Cisco Solution Support, because this service is inclusive of the Cisco hardware or software support required for those products. For example, when attaching Cisco Solution Support to a Cisco hardware or software product, that product is covered at your chosen service level by Cisco Smart Net Total Care™ or Software Support Service, respectively.

If you have a multivendor solution, the following is also required:

- **Solution partner components** in your solution must be covered by their product support with a service equivalent to Cisco Smart Net Total Care or Software Support Service. Solution partner product support contracts are necessary for:
 - Solution partners to provide expertise and directly resolve issues with their products
 - Access to solution partner return merchandise authorizations (RMAs), software updates and upgrades, knowledge base, and so on
 - Cisco Solution Support engineers to coordinate issue resolution with solution partner product support teams

Note: The following services are not acceptable as required product support for Cisco or solution partner products:

- Warranty services such as Cisco Warranty, Cisco Warranty Plus, Cisco Smart Net Total Care for UCS Hardware Only, or any similar services from solution partners
- Community support programs
- Support contracts with a third party delivering their own branded support

Processes for Resolving Solution-Level Issues

This section describes how to open support cases and how Cisco Solution Support engineers work with you and, for multivendor solutions, solution partners (Figure 1).

Figure 1 Cisco Solution Support Engagement Model



Opening a Cisco Solution Support Case for Cisco or Solution Partner Products

You or your Cisco brand resale partner opens a case using your Cisco Solution Support contract entitlement by calling the Cisco 800 number (for severity 1 and 2 cases) or through the [Cisco TAC online case tool](#) (for severity 3 or 4 cases) and provides the following information:

- The severity level of your service request
- Cisco product serial number (for the product you think is involved in the issue or interacting with a solution partner product in the issue)
- The name of your eligible Cisco solution
- Description of the problem you are experiencing and symptoms (business effects, technology, and so on)

You will then be routed to the appropriate Cisco Solution Support engineer team. For complete details, review [“Opening a Cisco Solution Support Service Request”](#) on Cisco.com.

Note:

- In some situations, you might not know what product is causing the issue, or if there actually is an issue. You can open a Cisco Solution Support case on any product in your solution deployment entitled to this service. Your engineer will determine if there is an issue and if so, will initiate the issue resolution process.
- If you have a multivendor solution, at any time and for any reason, you can open a product support case directly with a solution partner. If it is then determined that the issue is more complex than originally estimated (for example, it involves multiple products), open a Cisco Solution Support case on any product in your solution deployment entitled to this service, and we will step in to begin coordinating your case.

Working with Cisco Solution Support Engineers

Standard Work Flow

After you have opened a Cisco Solution Support case as described in the prior section, the Cisco Solution Support engineer:

- Works with you or, if applicable, your Cisco brand service resale partner.
- Resolves any issues that can be resolved based on their knowledge of the solution through Cisco Validated Designs, reference architectures, configuration best practices, or other expertise, experience, and/or internal information.

If the Cisco Solution Support engineer cannot directly resolve the solution issue, the engineer isolates the issue to a product or products and:

- Works with you to open a secondary case using your product support contract entitlement from Cisco and/or, for multivendor solutions, solution partner(s).
- Coordinates issue resolution with the Cisco TAC and/or, for multivendor solutions, solution partner product support team(s). We provide information about what led to the request for the secondary case, and expert guidance on the solution to help make sure interoperability is maintained between solution products.

Note:

For multivendor solutions:

- Although Cisco is accountable for issue resolution and coordinates with solution partner product support team(s), you must pass support entitlement as required by solution partners. You must also provide system and case information and access to both Cisco and solution partners.
- If a solution partner product support team cannot resolve the issue and is a member of the Cisco DevNet program, the solution partner may open a service request with the Cisco Developer Support Service for help in isolating and resolving the issue.

Your case remains open and active until you approve it for closure by Cisco.

Alternate Work Flow

For multivendor solutions, the following alternate work flow applies when you first open a product support case directly with a solution partner, then determine that the issue involves multiple products and requires Cisco Solution Support.

After you have opened a Cisco Solution Support case as described in the prior section, notify the Cisco Solution Support engineer that you are requesting solution-level support for a product support case previously opened with a solution partner. The Cisco Solution Support engineer then works with you to become familiar with your case and manages issue resolution from that point forward.

Your case remains open and active until you approve it for closure by Cisco.

Eligible Products and Coverage Levels for Cisco Digital Capabilities Solutions

The following tables show eligible products and coverage by Cisco Solution Support for each of our eligible Digital Capabilities solutions. Use the following definitions to interpret the “coverage” column code:

- **C (core products):** Cisco products covered by the service with Cisco accountable and responsible for product issue resolution. Applicable to multivendor solutions and solutions with only Cisco products.
- **A (Cisco accountable products):** Solution partner products covered by the service with Cisco accountable and solution partners responsible for product issue resolution. Applicable to multivendor solutions only.
- **P (solution partner accountable products):** Solution partner products covered by the service with Cisco coordinating issue resolution and solution partners accountable and responsible for product issue resolution. Applicable to multivendor solutions only.

Cisco Mobile Experience

Company	Product Name	Coverage	Product Area	Notes
Cisco	Cisco Mobile Experience (CMX)	C	Wireless	
Cisco	Cisco Prime Infrastructure 2.2	C	Infrastructure	
Cisco	Cisco Enterprise Mobility Service Platform (EMSP)	A	Platform	Mobile location and context aware engagement.
Cisco	Cisco 5800 Series WLAN Controller	C	Wireless	
Cisco	Cisco 2504 Model WLAN Controller	C	Wireless	
Cisco	Cisco 7510 Series WLAN Controller	C	Wireless	
Cisco	Cisco 8540 Series WLAN Controller	C	Wireless	
Cisco	Cisco 3850 Catalyst	C	Switching	
Cisco	Cisco 1702 Access Point	C	Wireless	
Cisco	Cisco 2702 Access Point	C	Wireless	
Cisco	Cisco 3702 Access Point	C	Wireless	
Cisco	Cisco 1602 Access Point	C	Wireless	

Cisco	Cisco 2602 Access Point	C	Wireless	
Cisco	Cisco 3602 Access Point	C	Wireless	
Cisco	Cisco 3010 Halo Modules	C	Wireless	
Phunware	Phunware Mobile marketing platforms	P	3PV	Mobile location, context-aware engagement, and automated marketing

[Back to top](#)

Cisco Virtual Expertise

Company	Product Name	Coverage	Product Area	Notes
Cisco	Cisco Remote Expert Mobile for UCCE/ECCM	C	Software application and licenses	
Cisco	Cisco Remote Expert Mobile for CCX	C	Software application and licenses	
Cisco	Cisco UCUCS-EZ-C240M3S, Cisco UCUCS-EZ-C220M3S	C	Compute	
Cisco	Cisco IEP 4610, IEC 4650 Hardware Device	C	Endpoint hardware	
Cisco	Cisco IEP 4600 Software	C	Software	
Cisco	Cisco TelePresence DX70,DX80, EX90, DX650, MX800, MX700, MX300, MX200, SX10, SX20, SX80	C	TelePresence	Underlying product support for EX90, MX800, MX700, MX300, MX200, SX10, SX20, SX80 is provided by Cisco Telepresence Essential Operate Service.
Cisco	Cisco Remote Expert Software (REM & IEM)	C	Software application and licenses	
Cisco	Cisco Unified Call Manager	C	Unified Communication	
Cisco	Cisco Unified Contact Center Express & Enterprise (CCX and CCE)	C	Software application and licenses	
Cisco	Cisco 3945E-V/K Enterprise Router (with Voice bundle)	C	Network router	

[Back to top](#)

Cisco Vision Dynamic Signage Director

Company	Product Name	Coverage	Product Area	Notes
BrightSign	SV-4K and SV-2K Media Player	A	Digital signage media players	

Cisco	Cisco Vision Dynamic Signage Director Director	C	Software application and licenses	
Cisco	Cisco Vision Dynamic Signage Director Digital Media Player (DMP) Licenses	C	Software application and licenses	
Cisco	Cisco DMP 4310	C	Video endpoint	
Cisco	Cisco Connected Stadium	C	Network switches, IP multicast	
Cisco	Cisco Video Headend	C	Television broadcast encoders and transmission equipment	
Cisco	Cisco Unified Computing System	C	Servers	
Cisco	Cisco D9096 Vision Dynamic Signage Director Encoder	C	Video headend	
Fujitsu	Fujitsu IP 9610	P	Video headend	Sold in Japan only. Cisco D9094 encoder is available for all other countries.
VMware	VMware ESX Hypervisor	A	Cisco UCS	

[Back to top](#)

Coverage Limitations and Exclusions for Cisco Digital Capabilities Solutions

This document defines Cisco Solution Support for our Digital Capabilities solutions. The products covered by this service are listed “Cisco IoT Solutions Eligible Products and Their Coverage Levels.”

Base functionality of the listed products in “Eligible Products and Coverage Levels for Cisco Digital Capabilities Solutions” is covered by this service. However, there are instances where specific product capabilities implemented by you are not covered by Cisco Solution Support. Therefore, unless specifically listed, it should not be assumed that all licensed technologies related to listed products are covered by this service.



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