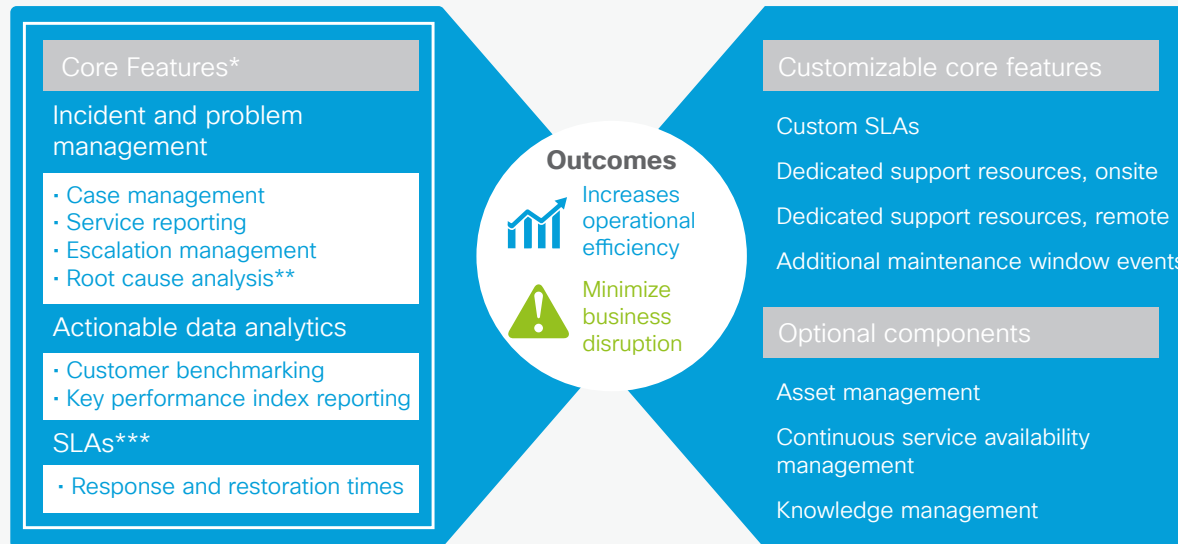


SP Advantage Feature Quick Reference Guide



SP Advantage Offer

Designed for Flexibility in Supporting Customer Operational Outcomes



* Core features delivered remotely by a designated team

** If customer has an HTE

*** SLAs only available if customer has an HTTS

Core features*

Incident Management

Personalized Support

- Escalation support
- Coordination between Cisco support teams and customer teams
- Postincident review
- Recommendations for corrective action

Problem Resolution

- Technical experts who know your network
- 24x7 support for S1 and S2 incidents
- Next business day support for S3 and S4 incidents
- Document key processes
- Perform diagnostics and troubleshooting for S1 and S2
- Proactive escalation support for S1 and S2

Service Monitoring and Reporting

- Weekly meetings to review incident status and related actions
- Quarterly business reviews
- Data and trending analysis, including KPI dashboard reports
- Engineering failure analysis coordination and reporting
- Incident management readiness assessment
- Customer benchmarking, analysis and comparison of key service request performance metrics

Knowledge Transfer

- Knowledge gap analysis and training recommendations
- Formal training for operations and troubleshooting best practices
- Technical service review with risk assessment and knowledge transfer
- TOIs and technical trainings on network solutions

Problem Management

Root Cause Analysis (Requires High-Touch Engineer)

- Establish root cause of network infrastructure issues
- Test and verify most probable cause
- Prepare root cause analysis documentation
- Recommend corrective actions

Maintenance Window Support*

- Open a proactive service request on behalf of the customer
- Review of customer maintenance window procedures
- Technical team on call during maintenance window
- Support for technical aspects of changes
- List software upgrades available
- Maintenance window preparation
- Configuration assistance in support of service requests
- Review syslogs, meeting reports, etc.
- Coordination with Cisco Advanced Services team
- Proactive network monitoring through custom scripts
- Creation of third-party service requests for multivendor issues

*Will vary based on core configuration

Service-Level Agreements***

- Response time
- Restoration time
- Customizable

Customizable Features

In the standard offering, all features are remotely delivered by a designated team. Dedicated delivery teams, either remote or onsite, are available. All delivered features are identical regardless of delivery method.

Configurable Delivery Resources

- Dedicated remote resources
- Dedicated onsite resources

SP Advantage delivers a strong set of core capabilities and is configurable to meet service provider requirements. The following customizable features are available.

Customizable Features

- Additional maintenance window events
- Custom SLAs

Optional Components

Additional service components can be purchased as options to enhance asset utilization, increase staff productivity, and reduce unplanned downtime.

Asset Management Option

- Standard and Premium Tier Asset Management Options available
- Installed base inventory reconciliation
- Regular updates to installed base inventory (MACDs)
- Reporting on metrics such as service coverage and RMAs
- Smart Assist Service to accelerate installed base visibility

Knowledge Management Option

- Knowledge gap analysis and training recommendations
- Access to Cisco's instructor-led training courses
- Access to Cisco's online learning libraries
- Access to Cisco's curriculum planning service

Continuous Service Availability Management Option

- Holistic view of end user service-level availability
- Graphical reports that highlight end user impact
- Availability metrics by network, platform, region, and more
- Deep analysis of ticketing data for both Cisco® and third-party network devices
- Customized reports on defects per million minutes of use (DPM)
- Customized reports on mean time to restore (MTTR)

***SLAs only available if customer has an HTTS