

# SP Advantage Feature Quick Reference Guide

## SP Advantage Offer

Designed for Flexibility in Supporting Customer Operational Outcomes

### Core Features\*

Incident and problem management

- Case management
- Service reporting
- Escalation management
- Root cause analysis\*\*

Actionable data analytics

- Customer benchmarking
- Key performance index reporting

SLAs\*\*\*

- Response and restoration times

### Outcomes



Increases operational efficiency



Minimize business disruption

### Customizable core features

Custom SLAs

Dedicated support resources, onsite

Dedicated support resources, remote

Additional maintenance window events

### Optional components

Asset management

Knowledge management

\* 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

\*\*\*SLAs only available if customer has an HTTS

## 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