



- Leverage digitized Intellectual Capital and expertise from the Cisco Technical Assistance Center (TAC) to proactively identify and resolve device issues before they impact network performance, availability, security
- Use the provided remediation to fix identified issues and improve business continuity and risk management

### Supported Technologies

- Basic/Enhanced Tiers: IOS, IOSXR, ASA, Wireless LAN controller
- Premium Tier: IOS (routing and switching), IOSXR, ASA, Wireless LAN Controller, UCS, ACI, CUCM, UCCE+CVP

### Solution Partners

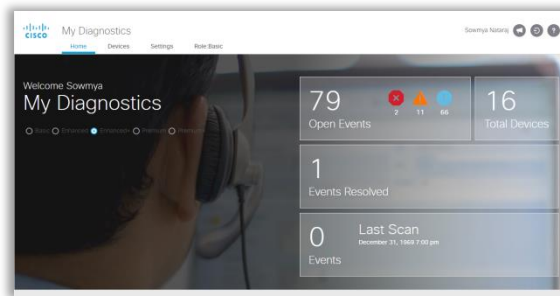
- ipswitch WhatsUp Gold
- NetBrain

## Cisco Connected TAC

The Cisco Connected TAC is a limited time trial for a value added service for customers that have select technologies in their network and hold a Cisco Smart Net Total Care or equivalent support contract.

### Proactive, Automated Problem Identification using Cisco Intellectual Capital

The trial allows you to run system diagnostics, manually and one device at a time via the Cisco CLI Analyzer or schedule proactive, automated diagnostic scans of multiple key devices through the Cisco Diagnostic Bridge.



*Customers can set up proactive, automated scans, view diagnostic results and schedule an engagement with TAC Advisors via the My Diagnostics User Interface*

The Cisco Diagnostic Bridge is installed on your network and can be configured to collect network topology information from your existing Network Management System. The bridge proactively runs and collects results of showtech commands from the configured devices, which is then transmitted to Cisco via a secure API connection to be correlated with Cisco intellectual capital. This data is analyzed by automated scripts built and constantly refreshed by Cisco engineers based on the knowledge gained from the millions of cases they handle at the Cisco Technical Assistance Center (TAC). The correlation provides diagnostic insights which include identifying potential problems based on the current device configuration and providing the recommended remediation to fix these issues.

The diagnostic results, which are sent back to the bridge, can be viewed via the My Diagnostics UI. You can also choose to directly infuse the results into existing support workflows in your incident management system or email.

### Engage with Cisco Experts

Customers can also engage with experts (TAC Advisors) at the Cisco TAC, to get help with the diagnostic results, receive additional device analysis or get advice about select technologies.

### Next Steps

For more information about the trial, contact your local account representative.