

Accelerate Adoption of Your New Cisco Solution

Cisco Solution Support Onboarding Program



Service deep dive



Get help fast



Solution deep dive



Faster ROI

Consult with service and solution experts

You bought your Cisco® solution and are ready to start reaping its benefits. What's next? Get expert help to best understand your new technology and how to use your new technical service, Cisco Solution Support, with our Solution Onboarding program:

- Accelerate solution deployment and adoption
- Increase satisfaction with your new Cisco solution and service
- More quickly experience ROI through IT and business benefits

The Cisco Solution Support Onboarding Program is a complimentary consultative engagement included with your purchase of Cisco Solution Support. It offers two modules: Service Onboarding and Technical Solution JumpStart.*

* Contact your Cisco account manager for a current list of solutions available for a Technical Solution JumpStart module.

Our experts are ready to help you get the most out of Cisco Solution Support and your new Cisco solution. Get started today by scheduling an engagement through your Cisco account manager or partner.

www.cisco.com/go/solutionsupport

Service Onboarding module

This module helps you get the most value out of your engagements with your Cisco Solution Support expert engineer team. Participate in a kickoff call and get detailed knowledge about your Cisco solution, benefits of Cisco Solution Support, the tools and processes used to open service requests, and your primary Cisco contacts.

Deliverables:

- Overview of your new Cisco solution, primary capabilities, and important links
- Detailed Cisco Solution Support description and contract review
- Cisco Solution Support features and benefits that protect your technology investment
- Process to open service requests, enabling fast access to your expert solution team
- Escalation process to help ensure issues are resolved with minimal disruption
- Worldwide Cisco Solution Support contacts delivering around-the-clock, award-winning technical expertise
- Links to service videos on demand (VODs)
- Review of and prerequisites for the Technical Solution JumpStart module
- Scheduling your Technical Solution JumpStart engagement for your eligible solution

Technical Solution JumpStart module

This module helps you accelerate understanding and deployment of your new Cisco solution through a highly technical engagement with a dedicated Cisco solution engineer expert. Learn more about features, operations, best practices, and troubleshooting methods.

Your JumpStart engagement includes two remote sessions and one follow-up session covering the solution topics of your choice (where applicable). Here's how it works:

1. Review provided prerequisite information (solution-focused white papers, videos, and presentations) to help you get the most out of your engagement.
2. Participate in two remote sessions.
3. Participate in a remote follow-up session two weeks later to get any further questions answered.
4. Complete a short survey about your experience and what you'd like to see in future sessions.