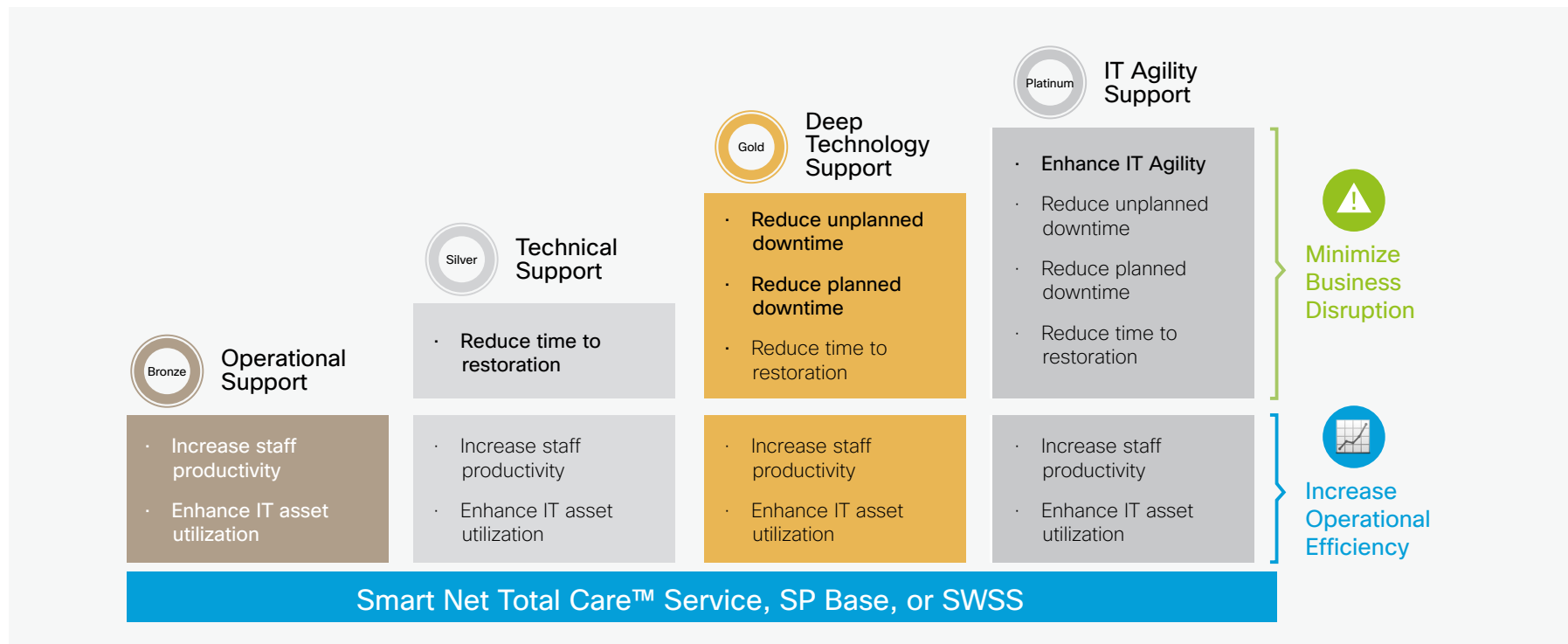




TS Advantage Feature Quick Reference Guide



Increase Staff Productivity	Bronze	Silver	Gold	Platinum
Incident Management				
7x24 incident management for S1 and S2	✓	✓	✓	✓
Next business day incident management for S3 and S4	✓	✓	✓	✓
Escalation support	✓	✓	✓	✓
Coordination between Cisco support teams and customer teams	✓	✓	✓	✓
Post-incident review	✓	✓	✓	✓
Recommendations for corrective action	✓	✓	✓	✓
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	✓	✓	✓	✓
KPI reports	✓	✓	✓	✓
Incident Management readiness assessment		✓	✓	✓
Periodic reports on service performance		✓	✓	✓
Post-incident reports		✓	✓	✓
Root cause analysis		✓	✓	✓
Operational excellence assessments		✓	✓	✓

Increase Staff Productivity	Bronze	Silver	Gold	Platinum
Knowledge Management				
Knowledge gap analysis and training recommendations	✓	✓	✓	✓
Track metrics for incidents related to skills gaps	✓	✓	✓	✓
Access to Cisco® Platinum Learning Library*	✓	✓	✓	✓
Informal knowledge transfer on best practices	✓	✓	✓	✓
Formal training for operations and troubleshooting best practices		✓	✓	✓
Technical service review with risk assessment and knowledge transfer			✓	✓
Troubleshooting and/or best practices training and knowledge transfer			✓	✓
Knowledge transfer for troubleshooting problem areas				✓
TOIs and technical trainings on network solutions				✓

* Access to Cisco® Platinum Learning Library increases from Bronze to Silver to Gold, and varies by installed base size.

Enhance IT Asset Utilization	Bronze	Silver	Gold	Platinum
Asset Management				
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	✓	✓	✓	✓
Assistance with entitlement and renewal processes	✓	✓	✓	✓

Reduce Time to Restoration	Bronze	Silver	Gold	Platinum
Problem Resolution				
Designated technical experts who know your network		✓	✓	✓
24x7 support for S1 and S2 incidents		✓	✓	✓
Document golden rules and key processes		✓	✓	✓
Recommendations for corrective actions for SRs		✓	✓	✓
Service level objectives (SLOs)		✓		
Service level agreements (SLAs)			✓	✓
Impact and risk assessment			✓	✓
Establish root cause of network issues		✓	✓	✓
Perform diagnostics and troubleshooting (S1, S2)			✓	✓
Proactive escalation support for S1 and S2				✓
Remote maintenance activities via direct access to customer network				✓
Option to purchase additional HTOM resources	✓	✓	✓	✓
Option to purchase additional HTE resources		✓	✓	✓
Option for onsite resources	✓	✓	✓	✓

Reduce Planned Downtime	Bronze	Silver	Gold	Platinum
Maintenance Window Support				
Open a proactive service request on behalf of the customer and ensure proposed changes are documented		✓	✓	✓
Review of customer maintenance window procedures			✓	✓
Technical team on call during maintenance window		✓	✓	✓
Support for technical aspects of changes				
<ul style="list-style-type: none"> ▪ List software upgrades available ▪ Maintenance window preparation ▪ Configuration assistance in support of service requests ▪ Review syslogs, MRTG reports, etc. 			✓	✓
Cisco led maintenance window support				✓
Coordination with Cisco Advanced Services team for design and planning work				✓
Proactive network monitoring through custom scripts				✓
Creation of third-party service requests for multivendor issues				✓
Reduce Unplanned Downtime	Bronze	Silver	Gold	Platinum
Continuous Service Availability Management				
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)			✓	✓

Enhance IT Agility	Bronze	Silver	Gold	Platinum
Dedicated Support Team and Customized Services				
Single dedicated team				✓
Local language support				✓
Direct access to customer network (with permission) for maintenance activities				✓
Custom SLAs and KPI support				✓
Coverage for new technology acquisitions				✓
Customized data security and privacy reviews				✓

