Cisco Solution Support

A support service for multivendor, multiproduct deployments ... and a tool for achieving IT and business goals

February 2020
CX Success portfolio

Support
Coverage for everything
Cisco® Smart Net Total Care®
Cisco Software Support
Cisco Solution Support

Perform and transform
Optimize, migrate, and automate
Cisco Business Critical Services

Operate
Let us do it for you
Cisco Managed Services
New technology can drive innovation and growth

Yet managing a new solution can be a challenge and take time away from your critical IT projects—especially true as you work with multiple technology providers and products within a single deployment.
How many providers are you working with today?

Organizations average 10–20+ technology provider relationships

Solutions are no longer one product with an operating system; they include many hardware and software elements that must be managed and supported holistically.

Each provider supports their own product, but none are responsible for your solution as a whole.
Solutions have evolved, so should your support
The right support service for solution environments

**Primary point of contact**  Cisco solution expert delivering centralized support across multivendor, multiproduct deployments

**Architecture expertise**  On Cisco hardware and software and their integration with Solution Support Alliance Partner products within and across our technology architectures

**Priority response**  Prioritized case handling and 30-minute¹ service response objective

**Coordinates support teams**  Orchestrates Cisco and Solution Support Alliance product support teams during issue resolution, bringing a solution-level perspective

**Manages case to resolution**  Accountable for actively managing cases for multivendor or Cisco issues, from first call to resolution

¹ Severity 1 and 2 cases
So if any of these are your IT ops concerns

- Which support team do I call?
- Not enough resources for our current workload and priorities
- Multivendor solutions require greater levels of internal expertise than we have
- Inconsistent support experience among technology providers
Solution Support can help

- Which support team do I call?
- Not enough resources for our current workload and priorities
- Multivendor solutions require greater levels of internal expertise than we have
- Inconsistent support experience among technology providers

- Primary point of contact
- Priority response
- Coordinates product support teams
- Manages multivendor / multiproduct case to resolution
And if any of these are your IT planning concerns

- Technology migration complete, need to show ROI
- Our customers need us to be always on
- Headcount frozen, IT teams focusing on revenue generating projects
- Product lifespan needs to stretch and still perform optimally
Solution Support can help here, too

- Technology migration complete, need to show ROI
- Our customers need us to be always on
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- Product lifespan needs to stretch and still perform optimally

- Service ROI²: 213%
- Decrease in time to resolve complex issues vs. product support³: 44%
- Increase in IT staff efficiency²: 32%
- Lower IT hardware costs²: 9%

¹ Source: 2017 IDC Business Value Study for Cisco Services; savings and gains are projected over a 5-year period. Read the full report and executive summary.
² January 2019 Cisco internal study of 10,000 support cases.
Our most comprehensive coverage for your solution environment

**Hardware support beyond warranty**

"I want access to Cisco technical experts for my hardware support, parts replacement, and OS software updates and upgrades."

**Smart Net Total Care®**

**Help with software applications**

"I would like options beyond technical support—including additional help with onboarding my software/SaaS offering and proactive assistance managing the lifecycle."

**Software Support**

**Centralized support across hardware, software, and providers**

"I have a Cisco solution that includes hardware and software from Cisco and other technology providers, but I want Cisco architecture experts to manage my support experience."

**Solution Support**

Solution Support includes Smart Net Total Care® and Software Support
“Cisco Solution Support helps us maintain extremely low levels of downtime. You cannot underestimate the value of this in our industry. . .

Cisco Solution Support helps us respond quickly, getting us the right resources to resolve problems.”

Read the full report and executive summary.
Source: 2017 IDC Business Value Study for Cisco Services
“Solution Support helps ... **free up my staff** to continue to do additional work outside of that specific issue and **increases productivity.**”

Read the [full report](#) and [executive summary](#).

Source: 2017 IDC Business Value Study for Cisco Services
“The benefit ... for our IT team is a combination of the knowledge gained and the extra time to apply that knowledge.”
Coverage across our technology architectures

Create your own solution with Cisco® and Solution Support Alliance Partner software and hardware.

OR

Deploy a defined Cisco solution listed in our coverage catalog.

In either case, solutions including Solution Support Alliance Partner products should be built from around 50% or more of Cisco products for coverage by this service.

Note: Support contracts are required from Solution Support Alliance Partners for their products used in your deployment.
Covered defined Cisco solutions

- **Collaboration**
  - Data Center configurations / with EMC storage
  - Application Centric Infrastructure
  - Azure Stack
  - CloudCenter Suite
  - Contiv Open Source
  - FlashStack
  - FlexPod
  - HyperFlex

- **Data Center**
  - Cisco Network Assurance Engine
  - OpenStack™
  - SAP HANA
  - SwiftStack
  - Tetration Analytics™
  - VersaStack™
  - Virtual Desktop Infrastructure
  - Cisco Digital Network Architecture (Cisco DNA)
  - Cisco DNA Assurance
  - Cisco DNA Center
  - Cisco DNA Security
  - SD-Access
  - SD-WAN
  - SD-WAN Security

- **Enterprise Networking**
  - Connected Communities Infrastructure
  - Connected Manufacturing Solutions
  - Connected Utilities solutions
  - Digital Transportation
  - Extended Enterprise
  - Kinetic solutions
  - Remote and Mobile Assets
  - Smart City LoRa
  - Cisco Video Surveillance
  - Vision Dynamic Signage Director

- **IoT**
  - Security solutions using:
    - Cisco Next-Generation Firewall Adaptive Security Appliance
    - Cisco Identity Services Engine
    - Cisco Stealthwatch Enterprise
    - Cisco Email Security Appliance
    - Cisco Web Security Appliance
    - Cisco Threat Grid
    - Cisco Tetration
    - Cisco Next-Generation Intrusion Prevention Systems
    - Cisco Advanced malware protection for Networks

- **Security**
  - Service Provider Mobility
  - Service Provider Network Function Virtualization

- **Service Provider**

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Solution Support Alliance

Cisco together with leading technology providers: Here's how we partner within Solution Support to deliver a streamlined multivendor support experience.

Rigor

Comprehensive program: Nominating, vetting, onboarding, collaborating through formal agreements

Choice

We are where you are: providers you know and work with today
Leading edge products instrumental to your solution success

Efficiency

Established support processes with each Alliance Partner for stepping into quick action to resolve issues
# What you get from Solution Support

<table>
<thead>
<tr>
<th><strong>Primary point of contact</strong></th>
<th>Cisco® solution expert centralizing support across a multivendor or multiproduct deployment</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Deep architecture expertise</strong></td>
<td>On Cisco hardware and software products and subscriptions and integration with Solution Support Alliance Partner products within and across our technology architectures</td>
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<tr>
<td><strong>Priority response</strong></td>
<td>Case prioritization within an engineer team and a 30-minute response objective for severity 1 and 2 cases</td>
</tr>
<tr>
<td><strong>Product support team coordination</strong></td>
<td>We orchestrate Cisco and Solution Support Alliance Partner teams throughout issue resolution, bringing a solution-level perspective</td>
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<td><strong>Manages case to resolution</strong></td>
<td>Accountability for actively managing issues involving multivendor or Cisco products, from first call to resolution</td>
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<tr>
<td><strong>Open door policy</strong></td>
<td>Eliminates your need to isolate an issue to a specific product before contacting us for help</td>
</tr>
<tr>
<td><strong>Proactive approach</strong></td>
<td>We look beyond your original case for known issues and help make sure they don’t turn into problems or resolve them if they have</td>
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<tr>
<td><strong>Retain direct contact with Solution Support Alliance Partners</strong></td>
<td>Contact Alliance Partners for their product support, information, or guidance as needed on their products</td>
</tr>
<tr>
<td><strong>One service, portable coverage</strong></td>
<td>Purchase includes Cisco Smart Net Total Care® or Software Support Basic; attach Solution Support once to a product and it remains covered wherever deployed</td>
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<tr>
<td><strong>Predictable costs</strong></td>
<td>Available on our standardized price list and ordering tools</td>
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</table>

| **Expedites connection to an expert on the deployment; eliminates your need to identify which provider to call** |
| **Often results in immediate resolution of solution- or product-level issues** |
| **Helps minimize IT and business disruption** |
| **Eliminates your need to manage complex issues and multiple support teams; helps maintain interoperability within the deployment** |
| **Support continuity; streamlined experience** |
| **Minimizes IT and business disruption** |
| **Flexibility to contact the experts you need, when you need them** |
| **Easy to order and renew** |
| **Helps you more accurately plan for expansions or new deployments** |
How customers, Partners, and Cisco fit together

Customers contact Cisco® Partner

OR

Customers contact Cisco

We deliver Solution Support

Partners engage Cisco

Cisco TAC delivers product support

Solution Support engineer coordinates product support teams as needed

Solution Support Alliance Partners deliver their product support

Customers can contact Solution Support Alliance Partners directly for product support per their contracts with them.
Faster option for solving low priority cases

Virtual Spaces via Webex Teams now available for Solution Support

New contact preference
Customers select Virtual Spaces as their contact preference for S3/4 cases in Support Case Manager.

Conversation transcripts
Customers view the way a specific issue was solved at any time.

Speeds resolution
Easily share notes and files with Cisco experts, helping engineers understand your problem quickly through real-time conversations.

Improved customer experience
Eliminates typical back and forth delays when using email.

"Fast response time, easy interface and quick resolution. Simple and effective".

Customer feedback
# How we’re different and how that helps

<table>
<thead>
<tr>
<th></th>
<th>Competitive offers</th>
<th>Why they’re a risk</th>
<th>Solution Support</th>
<th>How we help</th>
</tr>
</thead>
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<tr>
<td><strong>Deliverables</strong></td>
<td>SOW-based deliverables</td>
<td>Requires you to participate in defining deliverables; could lead to exposure due to unanticipated needs</td>
<td>Defined deliverables based on award-winning Cisco® TAC methodology and experience</td>
<td>The right support for multivendor / product solutions and complex issues with quantifiable results</td>
</tr>
<tr>
<td><strong>Pricing model</strong></td>
<td>SOW-based pricing</td>
<td>Difficult to budget when scaling a solution or budget planning</td>
<td>Standardized price list</td>
<td>Predictable costs help budget planning when scaling or launching new technologies</td>
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<td><strong>Coverage</strong></td>
<td>May require you to purchase third-party products and services through them</td>
<td>Margin stacking could drive up costs; lack of access to third-party product experts</td>
<td>Purchase products directly from Cisco and Solution Support Alliance Partners</td>
<td>No margin stacking</td>
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<td>Flexibility to contact the experts you need, when you need them</td>
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Cisco experts where and when you need them

| 12 global CX centers | 2.2M cases handled annually | 11,000+ engineers |
| ~700 patents issued | $12B+ in spare parts inventory | 5+ years average engineer industry experience |
Innovate with confidence and take the leap to new technologies. We have you covered with Solution Support.

Learn more in the Solution Support ebook