



The Right Kind of Technical Service for Your Solution Environment

Cisco Solution Support

February 2018

New Technologies Can Drive Innovation and Growth

Yet managing solutions
can be a challenge,
especially when working
with multiple vendors and
products in a single
environment.



How Many Vendors Are You Working With Today?



Enterprises average 10-20+
technology vendors



Increasing through
converged infrastructures
and cloud deployments



Less likely any one
vendor can address every
technology issue



Have You Asked Yourself This When Considering a Solution Purchase?

“If something breaks, which support team do I call?”

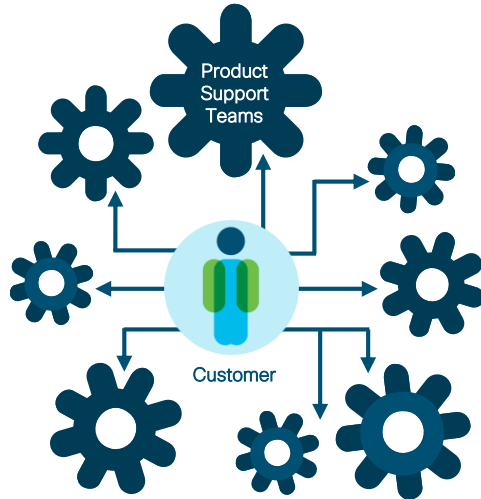
“We don’t have the resources to manage multiple product support teams.”

“Even minor maintenance changes can cause serious issues.”

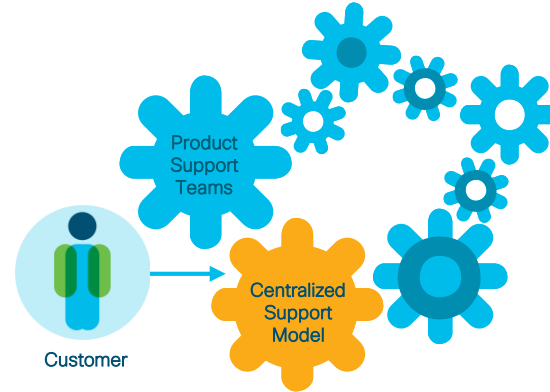
“Our support experience with some vendors has been inconsistent.”

Cisco Responds and Evolves Support

Product Support for Solution Environments



Solution-Level Support for Solution Environments

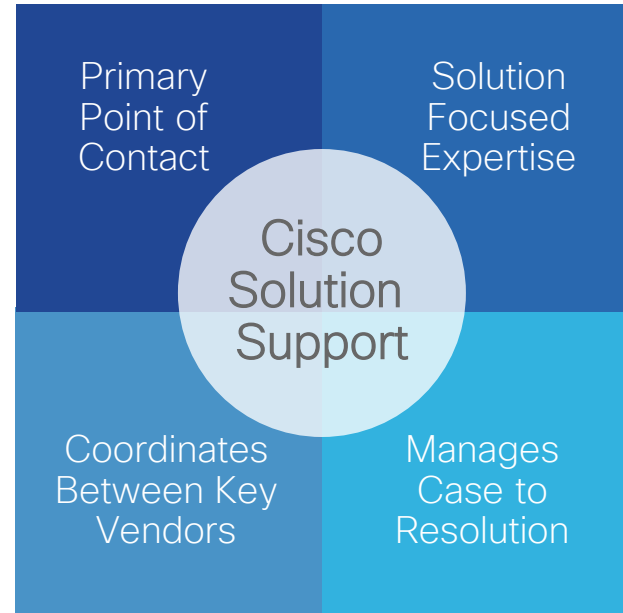


The Right Kind of Technical Service for Solution Environments

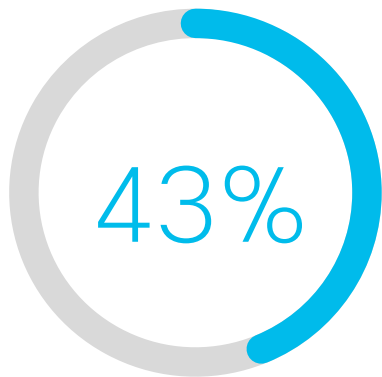
Centralized support from our solution experts

Accountability for issue management and resolution

Addresses Cisco® and solution partner products



Rapid Resolution for Solution-Level Issues



Average decrease in time to resolve solution-level issues using Cisco Solution Support versus product support alone.

December 2016 Cisco internal study

Real saving and gains with Cisco Solution Support

17%

Lower five-year hardware environment operations cost

213%

Five-year service ROI

9%

Lower IT hardware costs

32%

More efficient management of environments

21%

Fewer issues requiring responses

\$3.7M

Avoided unplanned downtime losses

\$3.5M

Additional revenue per year

Cisco Solution Support Features and Benefits



Primary point of contact >> Accountability and continuity of service from first call until you close your case



Deep solution expertise >> Often results in immediate issue resolution so you get back to business sooner



Solution partner and Cisco product support team coordination >> Eliminates your need to manage vendors and your case



Open door approach >> No need to diagnose a problem before contacting our solution experts



One service, broad coverage >> Get solution-level and product support in one service that's easy to order and renew

60%

Faster time to open cases
for customers who
completed service
onboarding versus those
who didn't

4-6
months

Faster solution deployment
time for customers who
completed Solution
JumpStart versus those
who didn't

Note: Cisco Solution JumpStart is available for a growing list of solutions. Talk to your Cisco representative for more information.

One Service, Broad Coverage

Service Features	Cisco Product Support	Cisco Solution Support
Global 24x7 product-level technical support	●	●
24-hour access to Cisco® online resources	●	●
Hardware replacement (2- and 4-hour, next business day)	●	●
Network management / operating system software updates and upgrades	●	●
Proactive diagnostics and immediate alerts on devices through Cisco Smart Call Home	●	●
Web-based user community for self-service support of smart capabilities	●	●
Cisco software application support	●	●
Primary point of contact with solution-level expertise		●
Accountability for issue resolution, no matter where it resides		●
Coordination between Cisco TAC and solution partner product support teams		●
Case management from first call to resolution		●

Who Needs Cisco Solution Support?

- Newly deploying an eligible Cisco solution
- Looking for:
 - A primary point of contact with solution expertise
 - Cisco to lead support across their ecosystem
 - Coordination between product support teams
 - Operational review prior to scaling



Coverage Across Cisco Solution Portfolios

Cisco® Solution Support covers eligible solutions across our collaboration, data center, Internet of Things (IoT), networking, security, and service provider portfolios—each with unique Cisco and solution partner products.

Collaboration

- [Collaboration](#)
- [Hosted Collaboration Solution](#)

Security

- [Security Solutions](#)

Data Center

- [Application Centric Infrastructure](#)
- [Azure Stack](#)
- [CloudCenter](#)
- [Contiv Open Source](#)
- [Data Center - General](#)
- [FlashStack](#)
- [FlexPod®](#)
- [Hyperflex](#)
- [Cisco Network Assurance Engine](#)
- [OpenStack™](#)
- [SAP HANA](#)
- [SwiftStack](#)
- [Tetration Analytics](#)
- [VersaStack™](#)
- [Virtual Desktop Infrastructure](#)
- [VSPEX](#)

IoT

- [Connected Manufacturing](#)
- [Connected Utilities](#)
- [Digital Transportation](#)
- [Edge Fog and Fabric](#)
- [Cisco Kinetic for Cities](#)
- [Smart City LoRa](#)
- [Video Surveillance](#)
- [Cisco Vision Dynamic Signage Director](#)

Networking

- [Cisco Digital Network Architecture](#)
- [Cisco Apple Enterprise Mobility](#)
- [DNA Software Defined Access](#)
- [Enterprise Network Function Virtualization](#)
- [Intelligent WAN](#)
- [Mobile Experience](#)
- [Workplace Analytics](#)

Service Provider

- [IP Media for Fabric](#)
- [Service Provider Network Function Virtualization](#)
- [Service Provider Mobility](#)

Streamlined Access to Cisco Solution Experts

1

Customer contacts Cisco® Solution Support and opens case on the eligible solution



2

Cisco solution expert assesses issue: immediately resolves or engages product support teams



3

Cisco coordinates product support teams as needed to manage issue resolution



4

Cisco stays with the customer until the issue is resolved and they close their case

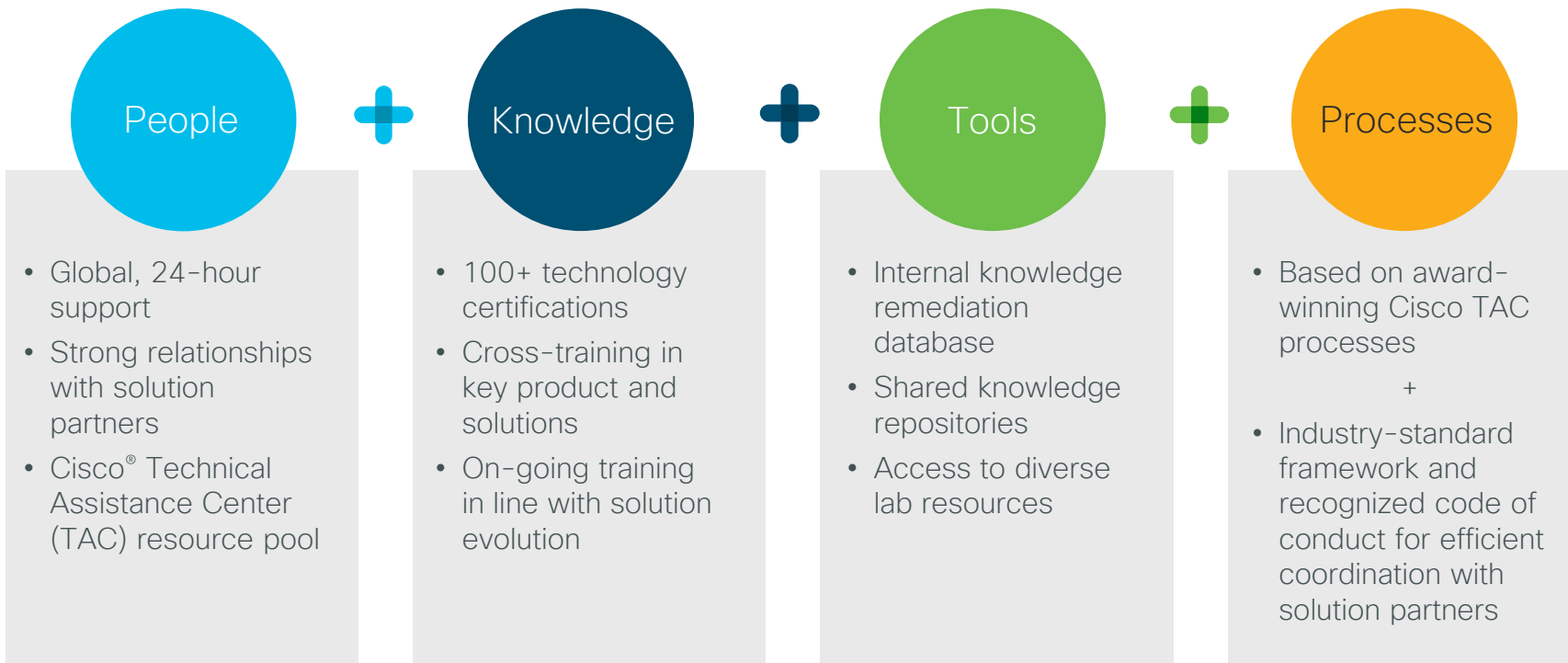


Customers retain the flexibility to contact solution partners directly for product support per their contracts with them.

How Customers, Partners and Cisco Fit Together



You Gain from Our Global Expertise



Scalable Coverage, Deep Experience



180 countries served

17+

languages



2,600 engineers

400 

patents issued

\$ 8B+

in spare parts inventory

5+ years

average engineer
industry experience

Ongoing Industry Distinction



25 Wins



14 Wins



Services Company
of the Year – Australia

14 Wins



Support Website
Best Home/Welcome Page
Support Mobile App
Best Training Site (Visual tours)
PR Video (Software downloads)

14 Wins



Support Website
Best Home Page
Best Interface Design
Support Mobile App

11 Wins



The Year's Ten Best
Web Support Sites

8 Wins



3 Wins



Support Website
Outstanding Website

3 Wins



in Support Usability
among 23 leading tech companies

New



Support Website

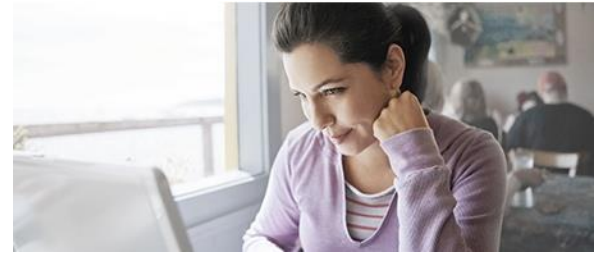
Ask Yourself

“Do you have the staff and resources to identify your issue?”

“Do you have the time to coordinate resources between vendors?”

“Could you afford downtime while you are doing all of the above?”





Innovate with confidence and take the leap to new technologies. We have you covered with Cisco[®] Solution Support.

