Cisco Technical Services Advantage

Benefits

- Solve network problems faster and more effectively
- Reduce disruption of business activities due to network problems
- Increase operational efficiency
- Manage risk and growth in your network
- Protect integrity of existing services while building, testing, and deploying new service releases
- Reduce the burden on IT
- Reduce capital expenditure and overhead costs

Obtain the Operational Outcomes You Want

Your network is the backbone that supports your organization. Yet, faced with disruptive emerging technologies, cost pressures, and unprecedented demand for scalability, how do you support a high level of business continuity and do more with less?

Cisco® Technical Services (TS) Advantage goes beyond "just fix it" to help you achieve specific operational outcomes. It can help you keep your business processes running, accommodate new technologies, and hold the line on costs. Cisco TS Advantage is delivered by a team of highly experienced Cisco technical experts who get to know your network intimately. Designed for businesses with mission-critical networks and based on ITIL best practices, TS Advantage is a comprehensive technical service that offers support for your overall network.

Partnering with You for Operational Success

You can choose from four tiers – Bronze, Silver, Gold, or Platinum – to achieve your specific goals. Each successive tier includes the features and benefits of the preceding tier:

Bronze: Operational Support
The Bronze tier focuses on increasing operational efficiency. Cisco TS Advantage achieves these gains by increasing staff productivity and enhancing IT asset utilization.

Silver: Network-Level Technical Support
The Silver tier reduces time to restoration and keeps systems operating at maximum possible uptime.

Gold: Deep Technology Focus

The Gold tier further emphasizes reducing costly business disruptions. It provides incident management and problem resolution, and reduces both planned and unplanned downtime.

Platinum: IT Agility

The Platinum tier adds features that enhance IT agility. A dedicated team of platinum experts works with you to deliver customized technical services that address your unique operational requirements.

Dynamic and Continuous Cycle of Improvement

TS Advantage tiers are delivered in a dynamic and continuous cycle. As we share our knowledge, experience, and proven methodologies, our goal is to help you move from defining objectives through analytics, recommendations, and implementation, to self-reliance.

Next Steps

For more information, visit www.cisco.com/go/tsadvantage.