

Build and Protect Your Cloud with Cisco and Microsoft



Fast Access



Secure Connections



Centralized Support



Accountability for Ecosystem Issues

Rely on us for your transition to the cloud

Adopting new cloud technologies and hybrid cloud infrastructures means enterprises must:

- Extend their on premise networks to the cloud securely
- Offer speed and reliability to their end users

To address these needs, Cisco and Microsoft have partnered to help you efficiently transition to the cloud—and maintain your cloud services performance and reliability—with Microsoft Azure ExpressRoute and Cisco Solution Support.

Get faster, more secure connections to the cloud

Fast, secure access is essential to a successful hybrid cloud environment. Azure ExpressRoute, a Microsoft service, is a dedicated private network connection to the cloud. ExpressRoute connections do not run on the public Internet, therefore offering higher security, reliability, and speed, with lower latencies than Internet-based connections.

Learn more about Microsoft Azure ExpressRoute [here](#).

Joint validated design guide removes the guesswork

To help you transition to a hybrid cloud quickly and reliably, we teamed with Microsoft to create a jointly-validated design guide featuring Microsoft Azure ExpressRoute and Cisco ASR1000 Series Routers. This eliminates the need for you to conduct separate architectural design projects with Cisco and Microsoft.

The guide describes:

- The steps required to extend an on premise network into the Microsoft Azure with ExpressRoute using the Cisco ASR1000 Series Routers.
- Best practices for [network security](#), [optimized routing](#), [asymmetric routing](#), and [NAT](#) (network address translation).
- Validation of solution compatibility, connectivity, and correct operation for the on premise deployment from Cisco.

IT and business gains with Cisco Solution Support

In 2017, IDC conducted a Business Value Analysis with customers using Cisco Solution Support. The report found that these Cisco customers will achieve the following savings over five years:

- 17% lower 5-year cost of operations in hardware environments
- 213% 5-year service ROI
- 9% lower IT hardware costs
- 32% more efficient management of environments
- 21% fewer issues requiring response
- \$3.7M revenue loss avoided due to unplanned downtime
- \$3.5M additional revenue per year
- Read the full [IDC Business Value Analysis of Cisco Services](#) to learn more and see how your organization can benefit from this technical service.

Note: For the six participating Cisco customers in this study, IDC calculated that Cisco Solution Support resolved issues 38 percent faster than product support. Cisco's broader December 2016 internal study of 10,000 support cases resulted in an average 43 percent faster resolution time for solution-level issues than product support alone. Read the executive summary [here](#).

Expert, centralized support

Customers building solutions with multiple vendors and products told us they needed a new type of support. One that focused not on individual products, but on their solution as a whole. Get the right kind of technical service for your hybrid cloud environment with Cisco Solution Support for Azure ExpressRoute. We offer solution expertise and accountability for centralized issue management and resolution across the Cisco and Microsoft products in your deployment.

Resolve issues quickly

Product support is ideal when an individual component needs attention. But if an issue involves multiple products, it must be isolated and resolved without impacting other areas of an ecosystem.

In a Cisco study of 10,000 support cases, Cisco Solution Support resolved complex solution issues on average **43%** more quickly than product support.¹

This helps you maintain solution performance and reliability, scale your solution more quickly while maintaining operational performance, and maximize ROI.

Features and benefits

- **Primary point of contact:** Cisco solution experts are accountable for resolving your issue no matter where it resides, for continuity of service from first call until resolution.
- **Solution expertise:** Our deep knowledge about how your solution works as a whole means we often resolve issues immediately, helping minimize disruption.

- **Product support team coordination:** Our seamless collaboration with Cisco TAC, strong partnership with Microsoft, and global experience with solving solution-level issues means we effectively manage support to best resolve your case.
- **Open door approach:** Initiate a case even if you're not sure you have an issue. There's no need to diagnose or isolate your problem before contacting our solution experts.
- **One service, broad coverage:** Get solution-level support and Cisco product support in one service that's easy to order and renew.
- **Reliable cost of expansion:** Available on our standardized price list and ordering tools, this service has predictable costs as you expand your solution or build new ones.

Next Steps

- For more information on this Cisco and Microsoft cloud technology, expressroute@cisco.com.
- If you are purchasing or already using Azure ExpressRoute, choose Cisco Solution Support to resolve issues faster.
- Contact your Cisco sales representative or partner, and visit us at www.cisco.com/go/solutionsupport for service details.

Note: Product support for Microsoft products within your Cisco solution is required. Contact Microsoft for details and purchasing.

1. December 2016 Cisco internal study of 10,000 support cases.