



Solve Data Center IT Challenges with Greater Ease and Efficiency

Data center owners continue to migrate from traditional siloed environments to integrated infrastructures to reduce risk, lower cost of ownership, and increase revenue. To help customers accomplish these goals and meet the demands of IT workloads, Cisco partners with IBM on a portfolio of VersaStack™ solutions. These preengineered, tested, and supported systems offer the performance and operational efficiency of the Cisco Unified Computing System™ integrated infrastructure with the dynamics of IBM Storwize storage solutions.

While seeking to simplify data center operations with integrated infrastructures, customers also tell us they need to minimize the complexity of managing issues in their new multivendor environment. Here's where Cisco can help.

Why Use Cisco Solution Support?

- **Innovate with confidence:** Take the leap to new technologies to accelerate your business. Our expert Cisco engineers are here to support your IT team, especially when it relates to solutions based on new technologies in VersaStack.
- **Focus on your business, not managing complex issues:** Focus on daily business operations and serving your own customers while we take care of unexpected issues that need immediate attention and resolution
- **Resolve complex solution-level issues more quickly:** Experience increased reliability and performance of your VersaStack as we fast track issue resolution through deep architecture experience and established processes for managing solution partners.

Centralized Support for Your Multivendor Environments

We complement preintegrated VersaStack solutions with a technical support service that addresses the solution as a whole, not the individual parts. Cisco Solution Support for VersaStack offers Cisco solution expertise and accountability for centralized issue management and resolution among Cisco and solution partner products across your VersaStack environment. This service helps increase reliability and performance, helping you get the most out of your technology investment (Figure 1).



Figure 1. Cisco Solution Support Features

Resolve Complex Issues More Quickly

Product support is ideal when an individual component needs attention. However, in multivendor environments, issues are often more complex. You need to be able to isolate and resolve issues without creating additional problems.

How You Benefit from Cisco Solution Support

- A primary Cisco contact initiates issue resolution and eliminates self-diagnosis of complex issues.
- Solution partner coordination by Cisco eliminates your need to broker support conversations.
- End-to-end case management by Cisco provides continuity of service from first call to resolution.
- Deep Cisco experience across technologies most often results in immediate issue resolution.
- Cisco interoperability expertise holistically fixes problems without creating new ones.
- One service combining Cisco hardware or software support and solution-level support for comprehensive care.
- Purchase and renew this service for Cisco products in Cisco VersaStack, and they remain covered if deployed in our other eligible solutions.

Cisco Solution Support is proven to resolve complex issues more quickly in multivendor environments (Figure 2). In a Cisco study of 10,000 complex support cases, Cisco Solution Support resolved cases 41 percent more quickly than using product support alone. This helped customers resume normal business operations nine days sooner.

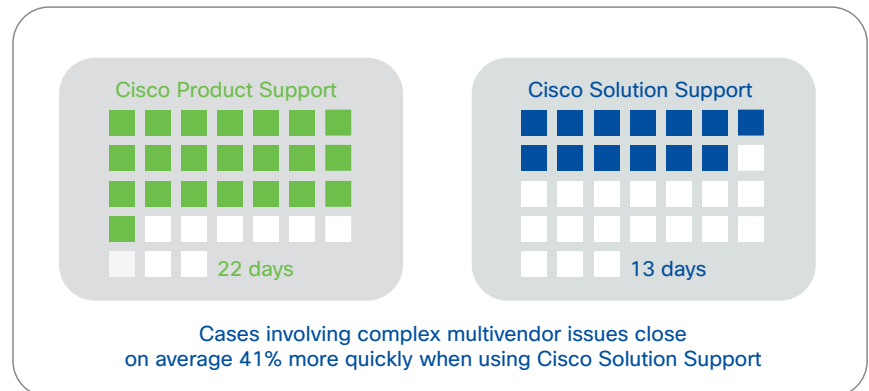


Figure 2. Cisco Solution Support Resolves Complex Issues Quickly

How It Works

Cisco Solution Support for VersaStack combines Cisco product support—Cisco Smart Net Total Care Service or software services—with solution-level support into one service. Simply purchase Cisco Solution Support* for each Cisco hardware or software product in VersaStack. By taking a solution-level approach, Cisco is responsible for managing product support teams to resolve any issue, no matter where it resides.

* Product support for solution partner products within VersaStack is required. Contact these vendors for details and requirements.

Next Steps

- Review the [Cisco Solution Support for VersaStack service definition](#) for technical details and product coverage.
- If you have purchased Cisco Smart Net Total Care Service or Cisco software services, consider upgrading to Cisco Solution Support.
- Find more information about [Cisco Solution Support at cisco.com](#) and contact your local Cisco sales representative.

Adopt new technologies with confidence. Free up your IT team and leave complex issue management and resolution to us. We have you covered with Cisco Solution Support for VersaStack.