

# Cisco Solution Support



Primary point  
of contact



Priority  
response



Product, solution and  
interoperability experience



Product support  
team coordination

## Technology has evolved. So should your technical support.

From single devices with their operating systems, today's IT infrastructures are now more complex: software and hardware from multiple technology providers combine to create sophisticated business solutions.

But more products and more providers can mean more places where something could go wrong. How are you supporting your powerfully complex IT? If you're still using product-focused support, it's likely not enough:

- When an issue arises within a multiproduct, multivendor solution environment, do you have the resources to isolate your issue to open a case?
- If you don't, how do you know which provider to call for help?

## Centralize your support experience

Get the right kind of technical service for your multiproduct, multivendor solution with Cisco® Solution Support. A Cisco primary point of contact focuses on your deployment as a whole, addressing software and hardware from both Cisco and Solution Support Alliance Partners.

Using product, architecture, and interoperability expertise, we either directly resolve your issue or actively manage your case by coordinating product support teams inside and outside of Cisco, remaining accountable from first call to resolution, no matter where the issues reside.

## Save time, save money

Get multiproduct, multivendor issues resolved on average 44% faster than product support.<sup>1</sup>

Experience a 213% service ROI over a 5-year period.<sup>2</sup>

## How it works

Solution Support combines solution level support with Cisco product support—Cisco Smart Net Total Care® or Software Support—in one service. Purchase Solution Support for each Cisco software and hardware product in your deployment.<sup>3</sup>

When you need help, simply contact us, whether your issue is ultimately isolated to one of our products or from a Solution Support Alliance Partner. In fact, you can contact our experts with any kind of question about your deployment. We'll work with you to get questions answered, isolate and solve problems, and remain accountable for your case from first call to resolution.

“Solution Support helps free up my staff to continue to do additional work outside of that specific issue and increases productivity.”<sup>2</sup>

### Sources:

<sup>1</sup> July 2020 Cisco internal study of 300,000 support cases.

<sup>2</sup> IDC Business Value Analysis of Cisco Services

<sup>3</sup> Product support for Solution Support Alliance Partner products you use in your Cisco solution deployment is required. Contact these technology providers for more information and to purchase.

## Features and benefits

### Primary point of contact

**Feature:** Centralized support across software and hardware in a Cisco multiproduct or multivendor solution deployment

**Benefit:** Expedites connection to an expert; eliminates your need to identify which support team to call

### Deep expertise

**Feature:** Expertise on Cisco products and integration with Solution Support Alliance Partner products

**Benefit:** Often results in immediate resolution of solution- or product-level issues

### Priority response

**Feature:** 30-minute response objective for severity 1 and 2 cases; prioritization over product support service requests for severity 3 and 4 cases

**Benefit:** Helps minimize IT and business disruption

### Product support team coordination

**Feature:** Active management of Cisco and Solution Support Alliance Partner teams throughout issue resolution, bringing a solution-level perspective

**Benefit:** Eliminates your need to manage multiple support teams; helps maintain interoperability

### No triage required

**Feature:** Eliminates your need to isolate an issue to a specific product before opening a case

**Benefit:** Expedites connection to a solution expert

### Broad solution view

**Feature:** We can look beyond your original case for areas to optimize or known issues to course-correct or resolve if an issue is uncovered

**Benefit:** Helps further minimize IT and business disruption

### Retain direct contact with Alliance Partners

**Feature:** Contact Alliance Partners for their product support, information or guidance as needed on their products

**Benefit:** Flexibility to interact with the experts you need when you need them

### One service, portable coverage

**Feature:** Purchase includes Cisco Smart Net Total Care® or Software Support Basic; covered products stay covered when deployed in another solution

**Benefit:** Get a wide variety of features through one service wherever the product is deployed

### Predictable costs

**Feature:** Available on our standardized price list and ordering tools

**Benefit:** More accurately plan for expansions or new deployments

## Next steps

- Get complete service details in the Solution Support [coverage catalog](#)
- If you are currently using Cisco product support, upgrade to Solution Support
- If you are purchasing a Cisco solution, opt for this solution-level service
- Visit [www.cisco.com/go/solutionsupport](http://www.cisco.com/go/solutionsupport) to learn more