

Software Support for Service Providers

Grow your business with confidence

Digital transformation is moving at warp speed. Have you been experiencing acceleration in consumer demand for information, communication, and entertainment services at speed and scale? Minimizing IT costs can be daunting when meeting increased bandwidth and content demand with agility and minimum downtime. In addition, driving business innovation and growth while achieving fast time to market is critical to ongoing success. Don't expect any let down soon. Gartner predicts a surge of 5.5 billion new mobile users by 2021, resulting in seven times the mobile data traffic.* Video usage on mobile devices is expected to increase by 78 percent.¹

To meet the demands of market transitions, get the best software support with proactive services designed for your environment. Cisco® Software Support for Service Providers takes software coverage from a reactive support model to a software support portfolio that provides high-value, proactive service options.

*Source: Cisco VNI global mobile data traffic forecast, 2016–2021.

¹Gartner: Top 10 Strategic Predictions for 2015 and Beyond: Digital Business is driving “Big Change.”

Benefits

- **Increase efficiency** by providing your IT teams with deep technical expertise and minimizing their operational expenses
- **Accelerate your desired business outcomes** with focused, results-driven approach aligned with your business growth strategy
- **Achieve a faster return on your software investment** with technical adoption services
- **Increase your service uptime** with direct access to experts

Table 1. Software Support for Service Providers: basic, enhanced, and premium option features

Deliverables		Software Support options		
		Basic	Enhanced	Premium
Software technical support	24x7 case submission and technical assistance.	✓	✓	✓
Initial response	Response time service-level objective for severity 1 and 2 cases.	60 minutes	30 minutes	15 minutes
Software updates	Access to available software maintenance and to minor and major updates of the supported product.	✓	✓	✓
Knowledge base and online resources	Online access to standard adoption materials, marketing materials, all support tools, and product knowledge.	✓	✓	✓
Prioritized case handling	Priority handling of cases by software support option.		Prioritized case handling over basic tier	Prioritized case handling over enhanced tier
Software configuration guidance	Support and guidance for software deployment, updates, migration, and performance maintenance.		✓	✓
Software license management	Advice and assistance for Smart Account set-up and Smart License activation.		✓	✓
Direct access to experts	Direct access to technical support experts.		✓	✓

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		Basic	Enhanced	Premium
User adoption	Identification of customer adoption priorities by product, with use cases based on customer business processes and practices; creation of user adoption plan with periodic plan reviews.		✓	✓
Technical adoption support for software integration	Support for integrating and deploying software into the IT environment.; includes initial training on best practices for interacting with Cisco technical support and ongoing guidance for supporting internal users.		✓	✓
Learning and training	Recommendations for pertinent learning and training available on Cisco.com or the Cisco Learning website. Access to learning library based on purchase.		✓	✓
Advanced technical adoption reviews	Review of the customer’s business against the adoption plan to see how the customer is tracking against Key Performance Indicators (KPIs), feature usage, training, and creation of a plan for the next quarter.		2x/year	4x/year
Designated service management	Assigned expert during local business hours with specialized technical knowledge of your Cisco software solution. Product-level expert providing incident management and case escalation management. Provides product-level support geared toward customer’s specific environment, including proactive consultation for integrating software features into customer workflows, advice on upgrades, migration and expansion, and software configuration reviews and recommendations to reduce service disruptions.			✓

Let these software support services work for you

Your Cisco account manager can help you choose between the basic, enhanced, and premium levels. To learn more about Software Support for Service Providers, contact your account manager or a Cisco authorized reseller.

High-value service options help accelerate business outcomes

Cisco Software Support for Service Providers provides proactive support for your Cisco Policy Suite for Mobile (POLICY), Evolved Programmable Network Manager (EPNCORE) and WAN Automation Engine (WAE) products, crucial to helping deliver services to your end customers. This offer is designed to help your IT team integrate and adopt Cisco software faster, improve daily operational efficiency, and assist in services innovation and growth with confidence.

The basic option includes 24x7 award-winning technical support, software updates, and access to online resources. The high-value enhanced and premium options provide incremental value benefits with configuration assistance, direct access to subject matter experts, faster response times, priority queuing, adoption services, and proactive support. With onboarding training, you'll make sure that your IT team is quickly able to deploy your solution.

How do I decide which level is right for my business?

Choosing the right software support service to support your company's software investments is never an easy choice. Some questions to consider:

- How critical is it to maintain software applications uptime and reduce disruption to end users?
- Do you want your IT team to more quickly realize the full value of your investment and drive faster time to market for your products and services?
- Would your IT staff benefit from best practices sharing from a technical expert?
- Do you want direct access to a designated services manager who knows your software?
- Would your business benefit from technical adoption support?