

Cisco Software Support for Service Providers

Grow your business with confidence

Digital transformation is moving at warp speed. Have you experienced 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 letdown 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 choices.












*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 comprehensive technical expertise and minimizing their operational expenses.
- **Accelerate your desired business outcomes** with a 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-level features

| Deliverables | | Software Support levels | | |
|---|---|---|---|---|
| | | Basic | Enhanced | Premium |
| Software technical support | <ul style="list-style-type: none"> 24-hour case submission and technical assistance Initial-response-time service-level objective for severity 1 and 2 cases |  60 minutes |  30 minutes |  15 minutes |
| Software updates | <ul style="list-style-type: none"> All software release updates of the supported product |  |  |  |
| Knowledgebase and online resources | <ul style="list-style-type: none"> Online access to standard adoption materials, marketing materials, all support tools, and product knowledge |  |  |  |
| Priority technical support | <ul style="list-style-type: none"> Priority handling of cases by Software Support level Direct access to software technical support experts | | Prioritized case handling over Basic tier | Prioritized case handling over Enhanced tier |
| Technical onboarding | <ul style="list-style-type: none"> Support and guidance for software deployment Advice and assistance for Smart Account setup and Smart License activation Initial training on best practices for interacting with Cisco technical support | |  |  |

| Deliverables | Software Support levels | | |
|---|-------------------------|---------------------------------------|---|
| | Basic | Enhanced | Premium |
| <p>Technical adoption</p> <ul style="list-style-type: none"> • Technical adoption support for integrating and deploying software into the IT environment • Ongoing guidance for supporting internal users • Support and guidance for updates, migration, and performance maintenance • Quarterly technical reviews with actionable recommendations for operational improvements • Recommendations for pertinent learning and training available on Cisco.com or the Cisco Learning website • Access to Learning Library based on purchase | | <p>✓</p> <p>1 user/ 1 license</p> | <p>✓</p> <p>1 to 10 user subscription</p> |
| <p>Designated service management</p> <ul style="list-style-type: none"> • Assigned expert with specialized technical knowledge of the customer's Cisco software solution • Product-level expert providing incident management and case escalation management • Product-level support geared toward the customer's specific environment including proactive consultation for integrating software features into customer workflows; advise on upgrades, migration, and expansion; and software configuration reviews and recommendations to reduce service disruptions | | | <p>✓</p> |

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.

Basic, enhanced and premium

Cisco Software Support for Service Providers provides proactive support for your Cisco software products, crucial to helping deliver services to your end customers. This offer will 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 level includes 24-hour award-winning technical support, software updates, and access to online resources. The high-value enhanced and premium levels provide incremental value benefits with configuration assistance, direct access to subject-matter experts, faster response times, priority queuing, technical adoption services, and proactive support. With onboarding training, you'll make sure that your IT team is quickly able to deploy your solution.

For a complete list of supported products, please reference the [Software Support datasheet](#).

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 decision. 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 configuration guidance and help integrating Cisco software into your IT environment?