Cisco Technical Services Advantage - Silver

Overview

Cisco® Technical Services (TS) Advantage goes beyond just fix it to help you achieve the specific operational outcomes of increasing operational efficiency and minimizing business disruption. It can help you keep your business processes running, accommodate new technologies, and hold the line on costs.

Increase Operational Efficiency	Minimize Business Disruption
• Promote better, more informed operational decisions with KPIs and analytics • Recommend best practices and training to address gaps in skills and procedures • Take advantage of Cisco expertise to resolve problems faster	• Personalized expert help with issue resolution • Preemptive insight into future potential risk • Increased uptime with problem resolution and proactive recommendations • Risk prevention with maintenance window planning and support

Cisco TS Advantage Silver

Cisco Technical Services (TS) Advantage Silver includes all the features of TS Advantage Bronze plus additional capabilities to help reduce costly business disruption and reduce time to restoration by keeping systems operating at maximum uptime.

Benefits

• Solve network problems faster with an operational expert as a single point of contact
• Reduce the effects of incidents with technical problem resolution and incident management support

• Reduce the burden on IT staff with help from Cisco experts to manage your Cisco assets more efficiently
• Improve operational and technical knowledge gaps
• Increase operational efficiency using in-depth reporting and analytics to make data-driven decisions

Incident Management and Problem Resolution

TS Advantage Silver provides operational support through a single point of contact for all incidents and includes 24-hour technical support for severity 1 and 2 incidents. The High-Touch Operations Manager (HTOM) acts as your single point of contact and communicates with the appropriate Cisco support organizations to coordinate resources and manage escalations when necessary. Network-wide technical support is provided through Cisco's High-Touch Technical Services (HTTS) team and a High-Touch Engineer (HTE), who is available to support severity 1 and 2 incidents during normal business hours. This support includes diagnostic and troubleshooting support as well as root cause analysis to help resolve problems faster and minimize business disruption.

Knowledge Management

A Learning Advisor is assigned to you and recommends specific training to help you improve staff knowledge and skills and thereby improve staff productivity. A customized learning plan with training recommendations is prepared based on an analysis of your past incidents. Training recommendations may include Cisco online training courses and informal knowledge transfer from your Cisco TS Advantage team.

Asset Management

Your assigned Cisco Asset Manager provides a single point of contact for asset lifecycle management and offers the following types of support to help you improve operational efficiency by gaining better visibility and increased utilization of your Cisco assets:

- Regular installed based inventory reconciliation, including creating a baseline or starting point inventory

- Documenting and following an agreed-upon process for identifying and carrying out moves, adds, changes, and deletions (MACDs)

- Monitoring and managing key metrics such as service coverage rate and unreturned RMAs

- Assistance with TAC entitlement and service coverage renewal processes to help improve process efficiency

Reporting and Analytics

Your Cisco TS Advantage team will measure and report on key performance indicators (KPIs) to help you gain better and faster visibility into operational issues. Monthly and/or quarterly reports enable data-driven decisions and provide insights into opportunities for improvement of operational activities.

Why Cisco?

We are invested in your success. Cisco is the most experienced networking vendor, with more than 28 years of thought leadership, 50 million worldwide installations, and more than 6 million annual customer interactions. Nobody knows networks like Cisco, and nobody knows your network like the TS Advantage team of experts.

Next Steps

For more information about Cisco Technical Services Advantage, visit http://www.cisco.com/go/tsadvantage.

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