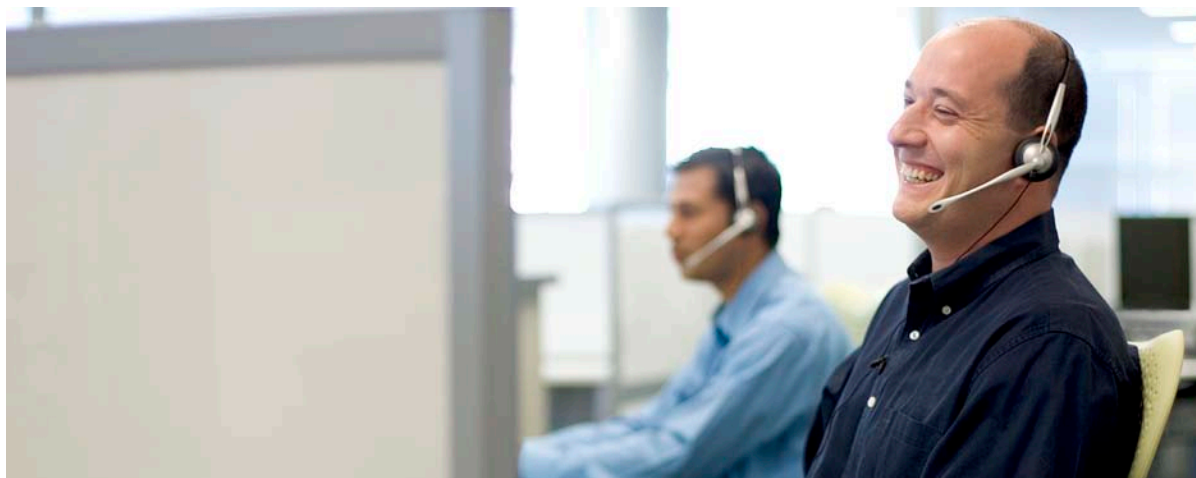


Cisco Technical Support Operations Management Service



Enhance operational efficiency and resolve network issues quickly and completely with operations management.

Whether the market is up or down, your bottom line relies on your network's efficiency. That means your network management staff are key to your business success. Staff engineers must manage issues quickly and effectively if they are to attain the network performance and availability that you and your customers expect. Whether they are implementing advanced technologies or adjusting the network to support critical business changes, they face new challenges every day in their efforts to deliver on service level agreements and performance requirements.

The Cisco® Technical Support Operations Management Service connects you with a team of Cisco operations managers to assist with case management and escalation management. The service complements Cisco SMARTnet® and Cisco Smart Net Total Care services by providing access to operations management experts to daily monitor your technical support needs, and make sure that IT resources both at Cisco and within your organization are aligned appropriately to resolve issues quickly and completely.

Cisco Technical Support Operations Management Service

Your team of Cisco technical support operations managers provides:

- Operational support eight hours a day, five days a week
- Ongoing case management and escalation management of service requests
- Monthly and semi-annual reports with the status of your service requests

Table 1. Technical Support Operations Management (TSOM) deliverables and activities

Deliverables	Activities
Case Management and Escalation Management	<ul style="list-style-type: none">• Weekly review of open service requests• Follow-up on all cases within 2 business days for severity 3, daily for severity 1 and 2• RMA escalations and fulfillment; follow up on contract updates impacting RMA entitlement• Escalation assistance during standard business hours
Monthly Reports	<ul style="list-style-type: none">• Monthly report delivered via LiveLink• Includes summary, open service requests, closed service requests, RMA detail and customer satisfaction details
Semi-Annual Business Review	<ul style="list-style-type: none">• Includes create to case closure time, initial response time, RMA part detail, customer satisfaction detail, TSOM escalation detail• TSOM conference call review

Availability

The Cisco Technical Support Operations Management Service is available worldwide. To obtain the most current availability status, contact your Cisco service account manager.

Ordering

A valid Cisco SMARTnet or Smart Net Total Care contract on all network equipment is required.

Summary

The Cisco Technical Support Operations Management Service delivers support from a Cisco operations management team that helps improve the operational proficiency, productivity, and efficiency of your IT staff and Cisco network. With your Cisco operations management team focusing on the ongoing management of your network support issues, your staff can focus on your core business requirements.

Why Cisco Services

Realize the full business value of your technology investments faster with intelligent, personalized services from Cisco and our partners. Backed by deep networking expertise and a broad ecosystem of partners, Cisco Services enable you to successfully plan, build, and run your network as a powerful business platform. Whether you are looking to quickly seize new opportunities to meet rising customer expectations, improve operational efficiency to lower costs, mitigate risk, or accelerate growth, we have a service that can help you.

For More Information

For more information about Cisco Focused Technical Support Services or the Cisco Technical Support Operations Management Service, contact your Cisco service account manager or visit www.cisco.com/go/fts.



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