Cisco Classified Network Support

Commercial-Grade Technical Assistance for Intelligence Community Agencies

Intelligence community networks contain highly classified data and employ rigid security protocols to protect it. Although the Cisco® Technical Assistance Center (TAC) is a strong resource for addressing many lower level and commercial network issues, it isn't always the best option for intelligence community network challenges. Additionally, intelligence community agencies face the concern of what information can and cannot be shared with network maintenance partners, further complicating the network issue-resolution problem.

Change the Way You Look at Network Support

What if you could get robust tech support as easily as commercial customers—geared toward the specific needs of intelligence community agencies? And imagine if you could pick up an internal phone and talk to your Cisco support engineer, without hassling with a call center that doesn't understand your needs. All while eliminating the reliance on public Internet. That would mean:

- No more questions about serial numbers and if something is supported
- No more questions about equipment location
- No more talking around the issues
- No more concerns over what you can and cannot say or send
- No more printing, reviewing, blacking out, and faxing support requests

Personalized Services for the Intelligence Community

As a worldwide networking leader with extensive expertise in the government arena, Cisco offers high-touch, personalized service from a cleared team of industry-leading network engineers specifically dedicated to supporting Cisco's government customers. Cisco Classified Network Support (CNS) provides expedited issue resolution to help intelligence community agencies maintain a network primed to keep pace with mission demands.

With this valuable service, intelligence community agency IT engineers no longer need to rely on the availability of Cisco Advanced Services network consulting engineers or systems engineers to assist in troubleshooting sensitive network issues. The dedicated CNS team is available around the clock to provide expert guidance, resulting in easier, faster, more effective results.

Powerful Benefits

Cisco CNS provides intelligence community agencies several valuable advantages:

- Communicate using secure voice and email to experts working in a U.S. government-accredited facility
- Share router configuration and troubleshooting information in real time with Cisco support engineers who can remotely access network devices to resolve problems using tools such as Secure Shell (SSH)
- Receive real-time troubleshooting over a secure network using desktop-sharing tools
- Download new software releases and updates over a secure network
• Engage in videoconferencing for additional collaboration advantages (for example, training, troubleshooting, and so on)

**Smart Features**

Using a deep understanding of the intelligence community environment, Cisco CNS is structured to provide solutions to directly benefit agencies' specialized needs:

• A lab environment in a secure facility expertly recreates customer issues for accurate resolution.
• An accredited standalone IT environment is able to support all classified interactions.
• From core networking to advanced unified communications solutions, a robust technologies expertise will grow and evolve to satisfy specific intelligence community agency and network needs.
• CNS engineers have direct and immediate access to all Cisco resources and technology expertise to efficiently escalate and resolve complex problems.
• Experts are trained to work with and secure data based on intelligence community agencies' specific preferences and guidelines.
• Customized pricing model is based on historical case volumes and technologies.
• Cases not requiring secure high-touch tech support may be routed to backbone TAC (for example, return material authorization [RMA] returns).

**Comprehensive Coverage**

Network issues don't always happen during working hours, so CNS offers around-the-clock coverage to make sure your systems remain up and running:

• Dedicated toll-free number reachable from anywhere in the world
• No entitlement required at case creation, only a contract number needed for routing
• Professional live support and after-hours pager support for critical problems

**For More Information**

For more information about Cisco Classified Network Support, visit [http://www.cisco.com/web/strategy/government/defense.html](http://www.cisco.com/web/strategy/government/defense.html) or contact your local account representative.