Cisco Solution Support

Service Definition

November 2021
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About this document
Read this document to learn complete technical details about Cisco® Solution Support, including:

- Service overview
- What solutions and products are covered
- Requirements
- How the service works

An abbreviated version is available online through the Cisco Solution Support Resource Guide.

Note: This document describes Solution Support details that pertain to our data center, enterprise networking, IoT, and security solutions.

- Solution Support delivers additional features for Cisco collaboration solutions. Read the Cisco Solution Support for Collaboration service definition for details.
- Solution Support offers additional options for Cisco service provider solutions. Read the Cisco Solution Support for Service Provider service definition for complete details.

Solution Support overview

Get complex issues in your multiproduct or multivendor Cisco solution resolved on average 44 percent faster than single product–focused support with Cisco Solution Support. A Cisco primary point of contact engineer streamlines your support experience by offering solution, product, and interoperability expertise, addressing both software and hardware from Cisco and any of our Solution Support Alliance Partners. We either resolve your issue or actively manage product experts inside and outside of Cisco, from first call to resolution.

1 July 2020 internal Cisco study of 300,000 support cases

The value of this service to your organization is outlined in Figure 1.

Figure 1.
Solution Support value: Speed, efficiency, and expertise

<table>
<thead>
<tr>
<th>Speed</th>
<th>Efficiency</th>
<th>Expertise</th>
</tr>
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<tbody>
<tr>
<td>- No triage required to open a case</td>
<td>- Primary point of contact engineers accountable for resolving solution issues: single product, multiproduct, multivendor</td>
<td>- Deep expertise in solutions, architectures, and interoperability across software and hardware</td>
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<tr>
<td>- 30-minute response objective for high severity issues</td>
<td>- Collaboration with Cisco product experts to resolve multiproduct issues</td>
<td>- Can look beyond the original case scope and recommend actions to address known issues</td>
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<tr>
<td>- 24x7 access to Cisco Technical Assistance Center</td>
<td>- Coordination of Alliance Partner product experts until resolution for multivendor issues</td>
<td></td>
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<tr>
<td>- Fast hardware replacements from two hours to next business day</td>
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44% faster complex issue resolution on average than single product–focused support

Note: This document describes Solution Support details that pertain to our data center, enterprise networking, IoT, and security solutions.
Solution Support Alliance

The Solution Support Alliance is a continually expanding group of leading technology providers who we have vetted and onboarded, and with whom we’ve formalized technical support processes. This enables you choose from a wide variety of software and hardware providers whose products you can deploy alongside Cisco’s. If a multivendor issue arises, Cisco is ready to take fast, efficient action with them to get your problem resolved. We coordinate with Solution Support Alliance Partner product support teams and remain accountable for managing your case until you are satisfied your issue has been resolved.

To discover Solution Support Alliance Partners, visit the Solution Support Product Directory, a searchable database with information on these technology providers, their products, and links to learn more.

Expertise

Solution Support engineers have expertise in Cisco Validated Designs, reference architectures, and best practices for our collaboration, data center, enterprise networking, IoT, security, and service provider solutions. They have deep expertise in Cisco products and understand how our products and those of our Solution Support Alliance Partners work together in your deployment.

Coverage

This section defines the technology architectures, solution types, and product types addressed by Solution Support.

Cisco technology architectures

- Collaboration
- Data center
- Enterprise networking
- IoT
- Security
- Service provider

Solution types

- Defined Cisco solutions – To see the list of Cisco solutions, visit the Solution Support Product Directory. Solutions are listed in the left navigation bar.
• Customer-defined solutions using our software and hardware, and optionally those of our Solution Support Alliance Partners

This document refers to defined Cisco solutions and those created by customers as either:

• **Multiproduct** – Solutions with only Cisco products

• **Multivendor** – Solutions with Cisco and Solution Support Alliance Partner products. Solutions including Solution Support Alliance Partner products should be built from around 50 percent or more of Cisco products for coverage by this service.

**Product types**

• **Cisco products** – Solution Support is the default support service for nearly all Cisco software and hardware used in our defined Cisco solutions and those created by customers. In the few instances where Solution Support is not available for a Cisco product, our ordering systems indicate the next level of available support. Contact your Cisco representative with questions about availability.

• **Solution Support Alliance Partner products** – Visit the [Solution Support Product Directory](#) for a searchable database of these third-party providers and their products.

**Technology provider responsibilities**

This section describes Cisco and Solution Support Alliance Partner engineer responsibilities for multiproduct or multivendor solutions for our respective products.

• **Cisco engineers provide direct support** for Cisco products.

• **Cisco engineers coordinate support** with Solution Support Alliance Partners if the issue involves Cisco and Solution Support Alliance Partner products.

• **Solution Support Alliance Partner engineers provide direct support** for their products.

**Cisco direct support**

This description is relevant for Cisco multiproduct and multivendor solutions.

Cisco is accountable (that is, we make sure support is provided) and responsible (that is, we deliver direct support) to resolve issues for Cisco products according to the product service levels chosen in your Solution Support contract.

**Cisco coordinated support**

This description is relevant only for Cisco multivendor solutions.

Cisco is accountable for resolving issues with Solution Support Alliance Partner products based on the product support contract you have with them. We offer support accountability for these products because we have established a formal support relationship with Solution Support Alliance Partners. We have working relationships with their engineer and support teams and access to Solution Support Alliance
Partner product training, and Solution Support Alliance Partner products are represented in Cisco support labs.

**Solution Support Alliance Partner direct support**

This description is relevant only for multivendor solutions.

Cisco takes your first call for solution issues with Solution Support Alliance Partner products and coordinates issue resolution.

The Solution Support Alliance Partner support team is both accountable and responsible for providing direct support to resolve issues for these products according to your product support contract with them.

**Customer requirements**

The following requirements must be met in order to receive support through Cisco Solution Support:

- **Fully operational environment** – Solution Support is a day-2 support service. There are no features or deliverables associated with planning and/or building your Cisco environment. We assume that your environment is up and running with major functions in operation. If you need help planning and/or building your environment, contact an authorized Cisco representative to learn about professional services.

- **Solution Support contracts** – Any Cisco products deployed in your solution environment must be covered by Solution Support in order to receive solution-level support as described in this document. Purchasing Solution Support for some, but not all, eligible Cisco products deployed in your solution environment will not provide complete entitlement to this service.

- **Product support contracts** – Product support is required for all components in your Cisco solution.
  - **Cisco products** in your solution are automatically covered by Cisco product support when you purchase Solution Support, because this service is inclusive of the Cisco hardware or software support required for those products. For example, when attaching Solution Support to a Cisco hardware or software product, that product is covered at your chosen service level by Cisco Smart Net Total Care® Service or Software Support, respectively.
  - If your solution is multivendor, **Solution Support Alliance Partner products** in your deployment must be covered by the Solution Support Alliance Partner’s product support equivalent to Cisco Smart Net Total Care (for hardware products) and Software Support (for software products) with a 24/7 service level, if available. If the Solution Support Alliance Partner does not offer a 24/7 service level, our ability to coordinate issue resolution is dictated by your contractual entitlement with them.

Solution Support Alliance Partner product support contracts are necessary for:

- Solution Support Alliance Partners to provide expertise and directly resolve issues with their products
- Access to return merchandise authorizations (RMAs), software updates and upgrades, knowledge base, and so on
- Solution Support engineers to coordinate issue resolution with Solution Support Alliance Partner or product support teams

**Note:** The following services are not acceptable as equivalent product support from Solution Support Alliance Partners:

- Warranty services such as Cisco Warranty, Cisco Warranty Plus, Smart Net Total Care for Cisco UCS® hardware only, or any similar services from Solution Support Alliance Partners or third-party technology providers
- Community support programs
- Support contracts with a third-party support agent delivering their own branded support for products they did not engineer

**Processes for resolving solution-level issues**

This section describes how to open support cases and how Solution Support engineers work with you and, for multivendor solutions, Solution Support Alliance Partners (Figures 3 and 4).

**Figure 2.**
Cisco Solution Support engagement model

**Figure 3.**
Cisco Solution Support engagement model with service providers
Opening a Solution Support case for Cisco or Solution Support Alliance Partner products

You or your Cisco brand resale partner should open a case using your Solution Support contract entitlement. You can do so by either calling the toll-free Cisco phone number (for severity 1 and 2 cases) or via the Cisco TAC online case tool (for severity 3 or 4 cases). Provide the following information:

- The severity level of your service request
- Cisco product serial number (for the product you think is involved in the issue or that is interacting with a Solution Support Alliance Partner product in the issue)
- The name of your eligible Cisco solution
- Description of the problem you are experiencing and symptoms (business effects, technology, and so on)

You will then be routed to the appropriate Solution Support engineer team. For complete details, review “Opening a Cisco Solution Support Service Request” on Cisco.com.

Notes:

- In some situations, you might not know what product is causing the issue, or if there actually is an issue. You can open a Solution Support case on any Cisco product in your solution deployment entitled to this service. Your engineer will determine if there is an issue and if so, will initiate the issue resolution process.

- If you have a multivendor solution, at any time and for any reason, you can open a product support case directly with a Solution Support Alliance Partner. If it is then determined that the issue is more complex than originally estimated (for example, it involves multiple products), open a Solution Support case on any Cisco product in your solution that interacts with the Solution Support Alliance Partner and we will step in to begin coordinating your case.

Working with Solution Support engineers

Standard workflow
After you have opened a Solution Support case as described in the prior section, the Cisco Support engineer:

▪ Works with you or, if applicable, your Cisco brand service resale partner.

▪ Resolves any issues that can be resolved based on their knowledge of the solution through Cisco Validated Designs, reference architectures, configuration best practices, or other expertise, experience, and/or internal information.

If the Solution Support engineer cannot directly resolve the solution issue, the engineer isolates the issue to a product or products and:

▪ Works with you to open a secondary case using your product support contract entitlement from Cisco and/or, for multivendor solutions, Solution Support Alliance Partner(s) or third-party technology providers.

▪ Coordinates issue resolution with the Cisco TAC and/or, for multivendor solutions, Solution Support Alliance Partner product support team(s). We provide information about what led to the request for the secondary case, and expert guidance on the solution to help make sure interoperability is maintained between solution products.

For multivendor solutions:

▪ Although Cisco is accountable for issue resolution and coordinates with Solution Support Alliance Partner product support team(s), you must have the support entitlement from Solution Support Alliance Partners as required by this service (that is to say, equivalent to Smart Net Total Care for hardware and Software Support for software). You must also provide system and case information and access to both Cisco and Solution Support Alliance Partners or third-party technology providers.

▪ If a Solution Support Alliance Partner product support team cannot resolve the issue and is a member of the Cisco DevNet program, the Solution Support Alliance Partner may open a service request with the Cisco Developer Support Service for help in isolating and resolving the issue.

Your case remains open and active until you approve it for closure by Cisco.

**Alternate workflow**

For multivendor solutions, the following alternate workflow applies when you first open a product support case directly with a Solution Support Alliance Partner, then determine that the issue involves multiple products and requires Solution Support.

After you have opened a Solution Support case as described in the prior section, notify the Solution Support engineer that you are requesting solution-level support for a product support case previously opened with a Solution Support Alliance Partner. The Solution Support engineer then works with you to become familiar with your case and manages issue resolution from that point forward.

Your case remains open and active until you approve it for closure by Cisco.

**Coverage limitations and exclusions for Cisco solutions**
This document defines Solution Support for Cisco solutions. Base functionality of Cisco products is covered by Solution Support. However, there are instances where specific product capabilities implemented by you are not covered by Solution Support. Therefore, unless specifically listed, it should not be assumed that all licensed technologies related to listed products are covered by this service.

More resources

Visit the Cisco Solution Support Resource Guide for an online version of this information, as well as steps to help you open a case quickly.

For general information about Solution Support, visit www.cisco.com/go/solutionsupport.