

# Cisco Expert Care



## Free up your team's time

with an operational expert who provides white glove support, managing the lifecycle of all incidents and coordinating timely resolution



## Quickly resolve network-wide problems,

24x7, by directly accessing a senior TAC team



## Get ahead of complex issues

by consulting with a designated technical advisor who knows your network

### Service components

#### Incident management

- Case and escalation management
- Service monitoring and reporting

#### Problem resolution

- 24x7 coverage
- Service Level Agreements

#### Problem management

- Root cause analysis
- Software referrals



### Customizable deliverables

- Dedicated support resources, onsite
- Dedicated support resources, remote
- Queue-based support resources (Pooled)
- Additional maintenance window events
- Custom SLAs

## Increase operational efficiency

As an IT operations team in today's networked world, we want to help you maximize the reliability, uptime, and performance of your network. Cisco® Expert Care is our top-tier support offering. We take responsibility for proactively managing support incidents on your behalf, providing high-touch support to help you achieve desired operational goals and objectives (KPIs). With a service model that stays with you throughout your IT transformation journey, you can rest assured that Cisco technical assistance teams are coordinated and directly communicating to your key stakeholders. And if desired, we can provide "skin in the game" through a shared risk model that involves Service Level Agreements (SLAs).

You can count on our expertise and capabilities, built on more than 35 years of experience, 24x7 support in every country Cisco does business, and an inventory of over \$18.5 billion in spare parts.

## Maximize availability with an Expert Care team

With Expert Care, a team of Cisco advisors and engineers go beyond traditional support models to offer highly responsive and proactive service options:

- All customers get Incident Management, the baseline offering. A Cisco advocate with operational expertise works on your behalf to manage cases, escalations, and service reporting.
- If you choose, you can also purchase the Problem Resolution option, where you get direct access to a senior Cisco TAC team. Your cases are routed to engineers with broad industry experience and deep Cisco product knowledge.
- The last option is Problem Management. A designated technical advisor, who will get to know your network, performs root cause analysis on any Severity 1 and 2 (S1 and S2) instances and acts as your go-to engineer for problem solutioning.

## This chart calls out the value that customers will experience from each component of the offering

Incident Management	Problem Resolution	Problem Management
<p><b>Proactive and personalized support</b></p> <ul style="list-style-type: none"> <li>• Offloads tasks so your staff can focus on network operations</li> <li>• Simplifies communication with a single point of contact</li> <li>• Better ensures resources are aligned to solve issues quickly</li> <li>• Manages a timely recovery from critical conditions</li> <li>• Minimizes effect of incidents on business operations</li> <li>• Improves service quality through proactive assessments and recommendations</li> </ul> <p><b>Service monitoring and reporting</b></p> <ul style="list-style-type: none"> <li>• Brings information to you so you don't have to search for it</li> <li>• Improves service quality and technical processes with data-driven operational decisions</li> <li>• Creates process efficiencies by aligning with ITIL® best practices</li> </ul> <p><b>Knowledge transfer</b></p> <ul style="list-style-type: none"> <li>• Improves staff skills and productivity</li> </ul>	<p><b>Increased technical support</b></p> <ul style="list-style-type: none"> <li>• Faster initial response for Severity 1 and 2 issues</li> <li>• Faster issue resolution</li> <li>• SLA support</li> </ul> <p><b>SLAs</b></p> <ul style="list-style-type: none"> <li>• Commits to service quality and performance</li> </ul> <p><b>Maintenance window events</b></p> <ul style="list-style-type: none"> <li>• Reduces business risk during changes</li> <li>• Increases efficiency and reduces business disruption</li> <li>• Reduces burden on IT staff</li> </ul>	<p><b>Deep network-level knowledge and intimacy</b></p> <ul style="list-style-type: none"> <li>• Prevents repeat failures</li> <li>• Enables faster issue resolution</li> <li>• Solves complex issues by taking a holistic view, including historic events, operational issues, network configuration, and architectural consideration</li> </ul> <p><b>Root cause analysis</b></p> <ul style="list-style-type: none"> <li>• Reduces likelihood of future outages</li> <li>• Improves operations and service quality</li> </ul> <p><b>Maintenance window events</b></p> <ul style="list-style-type: none"> <li>• Reduced business risk during changes</li> <li>• Boosts efficiency and reduces business disruption</li> <li>• Reduces burden on IT staff</li> </ul> <p><b>Knowledge transfer</b></p> <ul style="list-style-type: none"> <li>• Improves staff skills and productivity</li> </ul>

## Designed to be flexible

Expert Care provides flexibility in how support resources are allocated:

- You may elect to have a team dedicated full time to your business. You can also elect for resources to reside either remotely or on site.
  - A remote dedicated team enables greater customer intimacy and a greater degree of support than a designated team.
  - An onsite dedicated support resource (100% onsite) enables the deepest level of customer intimacy and support and helps increase knowledge transfer.
- If your network is smaller in size, you can choose to have a Cisco advocate who comes from a small team of operational experts. When a case enters the queue, a member of the team is assigned to manage it.

Service Level Agreements ensure timely issue response and restoration, they can be customized by negotiating a separate SLA.

You can also customize the number of proactive maintenance window events. If you order Problem Resolution or Problem Management, you get 12 events, but we can provide more.

## Partnering with you for operational success

Nobody knows networks like Cisco, and nobody knows your network like the Expert Care team. As a Cisco Expert Care customer, you benefit from Cisco's combined innovation leadership, deep technology expertise, best practices, and proven methodologies. Powerful analytics capabilities built into Expert Care enable delivery of our comprehensive solution, which is designed to help increase operational efficiency and maximize availability.

## Next steps

For more information about Cisco Expert Care, contact your Cisco representative.