

# Cisco Support Services for Collaboration

## Make the most of your collaboration investments

Collaboration plays a central role in business transformation, but it can also bring new challenges as your business and technology evolve. Cisco can help ensure that your collaboration strategy continually advances your business.

Save time and resources by letting Cisco support your entire collaboration ecosystem so your teams don't have to. Minimize business disruptions by resolving issues much more quickly. Increase user adoption and satisfaction with friendly, expert technical and nontechnical assistance. And, get ongoing proactive guidance to maximize the value of your investments.

No matter how many components make up your Cisco® collaboration solution, no matter where you are in your cloud transformation journey, you get a unified, consistent, and personalized support experience across your infrastructure.

- That extends across **all Cisco collaboration products**—from meetings to calling to contact center to devices—and even includes coordinating multivendor support for third-party partner products.\*
- Across **all deployment models**—on premises, hybrid, cloud, and customer-hosted.
- And across **all licensing models**, perpetual and subscription.

\* Cisco Solution Support Alliance partner products only.

## Benefits

- **Improve uptime and availability** with expert collaboration support from Cisco.
- **Increase IT productivity** by letting Cisco support your multivendor collaboration ecosystem and end users.
- **Deliver an outstanding collaboration experience** with friendly, expert technical and nontechnical help whenever users need it.
- **Accelerate time to value** with Cisco helping you continually identify and overcome barriers to business objectives.
- **Capitalize on cloud agility** by letting Cisco worry about new changes, features, and software releases so your team doesn't have to.
- **Innovate with confidence** with Cisco experts working side-by-side with your team to launch new collaboration initiatives more successfully, with less risk.

## Accelerate your business transformation

Do you have the right resources in place to power your business transformation? As your collaboration solution evolves, you'll need to address ongoing technical, product, and change management requirements. Why invest in turning your team into Cisco collaboration experts? Let Cisco support your solution and users so your team can focus on your strategic priorities.

For more information, visit the [Support Services for Collaboration Solution Overview](#) or download a detailed [Service Definition](#).

## Choose the right level of support for your business

Every business follows its own path. No matter where you are in your unique transformation journey or what your goals are for collaboration, we can help you achieve them faster, with lower costs and risk.

- When you just need a **streamlined, differentiated experience** that protects your investment and helps you resolve issues more quickly, **Solution Support** is a great choice.
- If you want all of that, but with more **personalized, proactive guidance across the lifecycle** of your solution, choose **Software Support Enhanced**.
- If you want the freedom to **innovate and optimize** your business with less risk, backed by **Cisco technical experts** working as an extension of your IT team, then **Software Support Premium** can give you that assurance.

The following table aligns the key features to each level of service.

| Key features   | Support Services for Collaboration |                           |                                      |
|--|------------------------------------|---------------------------|--------------------------------------|
|  | Solution Support <sup>6</sup>      | Software Support Enhanced | Software Support Premium             |
| Dedicated help desk for users and administrators                       | ✓                                  | ✓                         | ✓                                    |
| Dedicated Solution Support team  | ✓                                  | ✓                         | ✓                                    |
| Multivendor support coordination <sup>1</sup>                          | ✓                                  | ✓                         | ✓                                    |
| Restoration time objective for severity 1 and 2 incidents <sup>2</sup> |                                    |                           | 6 hours, 12 hours                    |
| Business and technical reviews   | Semiannual                         | Quarterly                 | Monthly                              |
| Assistance and guidance  | Technical Enablement               | Lifecycle                 | Lifecycle                            |
| Business consultations from experts                                    |                                    | Quarterly                 | Monthly                              |
| Cisco technical experts serve as trusted advisors                      |                                    |                           | Designated or dedicated <sup>5</sup> |
| Personalized support experience  |                                    |                           | ✓                                    |
| Escalation and management for severity 1 and 2 incidents               |                                    |                           | ✓                                    |
| Proactive monitoring and troubleshooting <sup>2</sup>                  |                                    |                           | ✓                                    |

1. For Solution Support Alliance partners only      2. On-premises software only

Whichever level you choose, the service scales with your business and deployment. The more you grow, the more value you'll get from Support Services for Collaboration.

**Note:** Software Support Enhanced and Software Support Premium levels apply to software only; expanded service components do not extend to devices.