

# Cisco Support Services for Collaboration: Software Support Enhanced

## Key features of Software Support Enhanced

	Dedicated help desk for users and administrators	Triage where the issue resides and helps with technical and nontechnical questions
	Dedicated Solution Support team	An engineer with collaboration expertise will be a primary point of contact to help you solve your issue
	Multivendor support coordination <sup>1</sup>	Facilitates support conversations inside and outside of Cisco
	Quarterly business consultations from experts	Experts who have a holistic understanding of your solution, environment, and business provide proactive consultations as part of the reviews
	Quarterly business and technical reviews	Identifies business and technical outcomes for the next quarter, then recommends consultations
	Assistance and guidance for lifecycle enablement	Consultations with specialists to address specific challenges identified during your reviews

<sup>1</sup> For Solution Support Alliance Partners only

## Benefits

- **Make your IT and support teams more effective** by having Cisco fill in knowledge and skills gaps.
- **Resolve problems more quickly**—on average, 44 percent faster than product-based support alone.
- **Offload complexity** by having Cisco coordinate third-party support on your behalf.
- **Optimize your team and technology** with expert assistance throughout the solution lifecycle.
- **Continually fill skill and process gaps** with specialists helping you identify and overcome barriers.
- **Maximize the value of your Cisco investment** by continually ensuring that your IT team and users have the support they need as your solution evolves.

## 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](#).

## Make the most of your collaboration investments: Software Support Enhanced

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 help you maximize 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.<sup>1</sup>
- Across **all deployment models**—on premises, hybrid, cloud, and customer-hosted.
- And across **all licensing models**, perpetual and subscription.

## Accelerate outcomes with proactive, personalized support

Modern collaboration applications involve a dynamic, constantly changing environment where new challenges surface all the time. Software Support Enhanced gives you a powerful set of proactive capabilities to help you stay ahead of those issues and maximize the benefits of collaboration in your organization. You get:

- **Easy, expert collaboration support** with a dedicated help desk for both admins and end users.
- **Faster time to resolution** with dedicated Solution Support team experts who own your case until it's resolved.
- **Reduced complexity** with Cisco facilitating support for both Cisco and non-Cisco products.
- **Personalized, expert guidance** from Cisco business consultants who understand your solution, environment, and business.
- **Deep insight into your business and solution** through quarterly business and technical reviews.
- **Optimized solutions across the lifecycle** with consultations that help you overcome challenges and advance your collaboration strategy.

You get this personalized, proactive assistance on an ongoing basis. In this way, you continually improve the effectiveness of your team and the value of your Cisco collaboration solution.

<sup>1</sup>Cisco Solution Support Alliance partner products only.

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