Maintenance and Support

Service Offerings

Using the Cisco Lifecycle Services approach, Cisco Systems and its partners offer a broad portfolio of end-to-end services. These services are based on proven methodologies for deploying, operating, and optimizing Unified Communications solutions. Planning and design services, for example, can help you meet aggressive deployment schedules and minimize network disruption during implementation. Operate services reduce the risk of communications downtime with expert technical support. Optimize services enhance solution performance for operational excellence. Cisco and its partners offer a system-level service and support approach that can help you create and maintain a resilient, converged network that meets your business needs.

Cisco Unified Communications service offerings include:

- Cisco Unified Communications Software Subscription, which allows you to purchase major software version upgrades of various Cisco Unified Communications products at a reduced cost through a one-, two-, or three-year subscription.

- Cisco Unified Communications Essential Operate Service, which provides 24-hour, 365-day-a-year access to Cisco Systems engineers and certified partners who are highly trained and have a deep understanding of Cisco Unified Communications products and technologies.

- Cisco Unified Communications Select Operate Service, which provides a proactive support solution that combines 24-hour, 365-day-a-year access to technical support representatives plus a simple-to-install monitoring solution designed for Cisco Unified Communications.

- Cisco Unified Communications SMB Network Operate & Optimize Service, is a partner-led service offering (designed specifically for the medium-sized businesses) that enables the delivery of affordable, ongoing, high-availability network support.

Cisco Technical Assistance Center

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, Cisco provides around-the-clock, award-winning technical support services, online and over the phone.

For Enterprises and Service Providers, the TAC Service Request Tool lets you describe the issue in your own words and attach files to the service request, and will route your service request to an appropriate engineer as fast as possible. You can also use this tool to update your service request. The tool will send an automatic alert to your Cisco TAC engineer when you submit an update.

For more information about creating a service request, go to:

http://www.cisco.com/web/tsweb/pdf/cisco_tools_tsrt.pdf

For urgent situations regarding enterprise level products, use the Phone Support for Enterprises and Service Providers.

For more information about phone support for Enterprises and Service Providers, including the contact numbers appropriate for your country. go to:

http://www.cisco.com/web/tsweb/pdf/cisco_tools_tsrt.pdf

Cisco SMARTnet Service

Cisco SMARTnet Service is an award-winning technical support service that gives your IT staff direct, anytime access to Cisco engineers and extensive Cisco.com resources.

In addition to Cisco TAC phone support, Cisco SMARTnet Service includes unrestricted access to a range of online support resources, including the following:

- Solve technical support issues online without opening a case
- Quickly and easily access the latest security updates, patches, and fixes
- Expand your expertise and skills with technical support, tips and advice from Cisco experts and other industry professionals

For more information about Cisco SMARTnet Service, go to:

http://www.cisco.com/en/US/products/svcs/ps3034/ps2827/ps2978/serv_group_home.html

Cisco Unified Communications Software Subscription

Cisco Unified Communications Software Subscription increases business value by providing an economical and timely approach to upgrading to new Cisco technology, thereby optimizing return on investment (ROI) and reducing total cost of ownership (TCO) for Cisco Unified Communications Solutions. During the Cisco Unified Communications Software Subscription term, which can be 1, 2, 3, or 5 years, you can order major release* software upgrades at no additional charge. Minor** and maintenance*** release updates are a part of Cisco Unified Communications Essential Operate Service.

In addition to Cisco TAC phone support, Cisco SMARTnet Service includes unrestricted access to a range of online support resources, including the following:

- Solve technical support issues online without opening a case

- Quickly and easily access the latest security updates, patches, and fixes

- Expand your expertise and skills with technical support, tips and advice from Cisco experts and other industry professionals

For more information about Cisco Unified Communications Software Subscription, go to:

http://www.cisco.com/en/US/products/ps9158/prod_literature.html

Documentation and Service Requests

For information about obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html

Subscribe to the *What's New in Cisco Product Documentation* as an RSS feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service. Cisco currently supports RSS Version 2.0.

Related Documentation

The Cisco Unified Communications Solution provides a suite of interactive documentation that covers details of the system architecture and components, installation and upgrades, troubleshooting, and related information. You can access this documentation at this URL:

http://www.cisco.com/go/unified-techinfo

Career Certifications

Cisco offers the following levels of general IT certification:

- The Associate level is the first step in general Cisco Certifications and begins either with CCENT as an interim step to Associate level, or directly with CCNA for network operations or CCDA for network design. This level is the foundation level of networking certification.

- The Professional level is the second level in general Cisco Certifications and includes certifications such as CCNP, CCSP, CCDP, and CCIP each falling within a different certification path (or track) for meeting varying career needs. This level is an advanced level of certification that shows expertise with networking foundations.

- The Cisco Certified Design Expert (CCDE®) certification is one of the highest technical networking certifications offered by Cisco .

- The Cisco Certified Internetwork Expert (CCIE) certification is the highest level of technical networking certification offered by Cisco.

- The Cisco Certified Architect certification is the highest level of accreditation achievable within the Cisco Certification program. It is the pinnacle for individuals wishing to show their formal validation of Cisco technologies and infrastructure architecture.

- The Specialist designation certifies the expertise of experienced technical professionals, and those who have earned associate or professional-level Cisco Career Certifications. By earning specialist certifications, network professionals can enhance their core networking knowledge in technologies such as security, IP Communications, and wireless.

For additional information about these Cisco Certifications, go to:

http://www.cisco.com/web/learning/le3/cisco_certified_architect/index.html