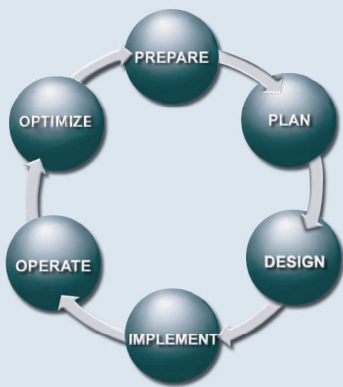


Cisco Foundation Technology Services

Cisco® Foundation Technology Services help you deploy and maintain a secure network foundation that helps reduce operational expenses, improve business resilience, and increase your ability to support new applications and services.

THE CISCO LIFECYCLE SERVICES APPROACH



The unique Cisco Lifecycle approach to services defines the requisite activities at each phase of the network lifecycle to help ensure service excellence. With a collaborative delivery methodology that joins the forces of Cisco, our skilled network of partners, and our customers, we achieve the best results.

Network Lifecycle Phases

- **Prepare**—Develop a business case for a technology investment
- **Plan**—Assess readiness to support proposed solution
- **Design**—Create a detailed design to address business and technical requirements
- **Implement**—Deploy new technology
- **Operate**—Maintain network health through day-to-day operations
- **Optimize**—Achieve operational excellence through ongoing improvements

CHALLENGE

Today's businesses face several significant new challenges to meet competitive pressures today and tomorrow. They need to scale and optimize their network operations; support improved levels of business resilience; and prepare their networks to quickly adopt new services such as advanced security, IP Communications, wireless LAN, and Web-based applications. To overcome these challenges, businesses need to build networks that enable critical technologies and applications to smoothly interact with one another across the entire organization. They need a secure network foundation that consists of intelligent switching and routing platforms that deliver the resilience, manageability, and flexibility to support new applications and services.

SOLUTION

Supporting Business and Technical Requirements Through a Lifecycle Services Approach

Cisco Systems® offers a broad portfolio of end-to-end services to help you develop an integrated foundation for building an intelligent network. Cisco services are based on proven methodologies for designing, deploying, operating, and optimizing a variety of network solutions, technologies, and strategies to meet today's business challenges.

Cisco maintains an extensive global network of partners that provide specialized networking services and a range of support services to help you implement and maintain your network foundation. Together, Cisco and its partners offer a system-level service and support approach that can help you reduce operational expenses, enhance business resilience, and easily support new applications and services in the future.

Planning and Design Services

Cisco Foundation Technology Assessment Scoped Service

The first step in deploying a network is to thoroughly examine the existing infrastructure to understand its strengths and limitations. The Cisco Foundation Technology Assessment Service evaluates your network, services, and planned changes and verifies that the proposed solution aligns with your business and technical requirements. Cisco engineers work to understand your solution requirements and business goals, then examine critical readiness factors such as infrastructure design, environmental issues, and security. They identify potential readiness gaps or network modifications and make recommendations to help you proactively manage those issues.

Cisco Foundation Technology Design Scoped Service

At the heart of an integrated network foundation is a scalable network design that can meet your current business goals and support complex technologies and applications in the future. The Cisco Foundation Technology Design Service provides an implementation-ready design that you can use to engineer your network. The Cisco team considers your technical requirements and network design goals to create an architecture that is optimized for your organization. This level of support during the design phase of your network lifecycle helps you decrease network redesign, improve performance, and accelerate the adoption of advanced technologies.

Implement Services

In the implement phase, a company works to integrate devices and new capabilities in accordance with the design—without compromising network availability or performance. Service activities for the implementation phase of the network or solution lifecycle are delivered primarily through Cisco channel partners. However, for technologies and applications that are relatively new, Cisco can perform service activities in concert with our channel partners. Cisco transfers knowledge to broaden and deepen the expertise of our channel partners and your staff in supporting implementation activities through a variety of services that can be scoped to meet your needs including:

- Running a system acceptance test of your foundation technology solution
- Developing a foundation technology implementation plan
- Conducting a post-installation verification survey of your foundation technology solution
- Onsite provisioning of hardware and configuration of software

Operate Services

SMARTnet and SMARTnet Onsite

Even if your network is well designed, and even if you use Cisco solutions with industry-leading reliability, unexpected problems can sometimes arise. If a problem does arise in your network, you cannot afford to leave your business and your customers exposed. Cisco SMARTnet® provides fast answers when you need them and helps you protect your assets and preserve access to critical applications. Cisco SMARTnet includes registered access to Cisco.com for online tools and technical assistance, access to the Cisco Technical Assistance Center (TAC), Cisco IOS® Software updates, and advance replacement of failed hardware. Together, these resources help you address any immediate issues that arise, while extending and enhancing the operational lifetime of your Cisco networking devices and Cisco IOS Software. Cisco SMARTnet Onsite combines all of the critical SMARTnet resources with the added assurance of hardware replacement from a trained Cisco field engineer. SMARTnet Onsite provides an extra degree of confidence that any hardware issues will be resolved by a skilled Cisco expert employing industry best practices.

Cisco Focused Technical Support Services

If your business depends on your network, you cannot afford to wait even a few hours to resolve an unforeseen network infrastructure issue. You need help right away, from experts who already are familiar with your network environment and can quickly find the source of any problem. Cisco Focused Technical Support services build on the core Cisco Technical Support Services by providing more personalized support from the most skilled, highly trained Cisco engineers and technical staff members. You can receive the expert operational, technical, and engineering assistance you need from a world-class Cisco support team that is intimately familiar with your operations and network infrastructure. With individual attention and simplified support services, you can more rapidly restore service after a disruption, continuously improve the operational efficiency of your network and networking team, and maintain maximum security and uptime of your Cisco network solutions. Three services are available:

- Cisco High-Touch Operations Management
- Cisco High-Touch Technical Support
- Cisco High-Touch Engineering

Cisco SMB Support Assistant

Today's smaller companies need to maintain a reliable network just as much as large enterprises. But unlike large corporations, small and medium-sized businesses (SMBs) may not have a large in-house staff or network that can quickly respond to unforeseen issues and safeguard business assets. Cisco SMB Support Assistant provides support and tools to quickly resolve routine issues that may arise when using Cisco SMB-class products. The program combines access to the SMB Technical Assistance Center, advance hardware replacement, software maintenance, and access to online tools and resources. Designed specifically to meet the needs of smaller organizations, these resources provide the cost-effective network support you need to maintain operational reliability, protect critical assets, contain costs, and protect your network investment.

Cisco Software Application Support Services

Because it is the foundation of your business processes and applications, you cannot afford to have an underperforming network infrastructure. Optimizing the business network, however, requires more than just deploying the latest hardware and software applications. To preserve the integrity and availability of your network, you need to augment network routing and switching platforms with the most up-to-date, optimized software applications. Cisco Software Application Support Services strengthen the availability, reliability, and functionality of your Cisco software applications. Designed specifically for Cisco software applications, these services go beyond basic operating system software support by providing access to expert technical assistance, the latest software releases, and a wealth of technical information with registered access to Cisco.com. You can also choose to bolster software application services with support for major application software upgrades, as well as routine releases. Covering more than 100 Cisco software applications, including Cisco security management, access control, and threat protection software, these services help you optimize and enhance the Cisco solutions you use to centrally manage and defend your network and protect your Cisco software investment. Two services are available:

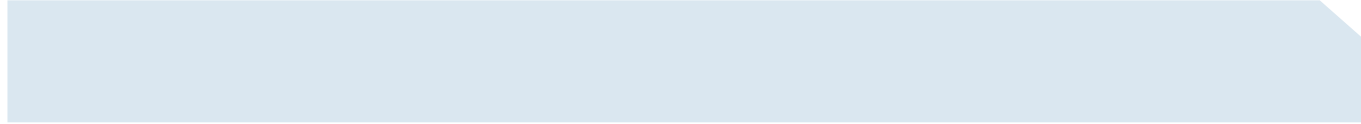
- Cisco Software Application Support
- Cisco Software Application Support plus Upgrades

Cisco Security IntelliShield Alert Manager Service

In order to protect mission-critical business services from network threats, organizations need timely, accurate, and credible security intelligence. However, with thousands of vulnerabilities reported each year, security personnel are constantly challenged to find the reliable, appropriate intelligence they need. Cisco Security IntelliShield Alert Manager Service provides a detailed set of services for delivering the security intelligence your business needs to help prevent, mitigate, and quickly remediate potential IT vulnerabilities and attacks. This fully customizable threat and vulnerability alert service helps your IT staff easily access timely, accurate, and credible information about potential vulnerabilities in your environment—without time-consuming research. A Web-based service, Cisco Security IntelliShield Alert Manager Service allows you to define your unique network devices, systems, and applications, as well as your criteria for the type, severity, and urgency of the threats that should be reported. The service then provides notifications of filtered alerts and delivers only the relevant information to your business, arming your security personnel with the intelligence they need to take rapid action and protect critical systems. Each alert is rated for urgency, severity, and credibility and includes detailed analysis and remediation or patches, when available. As a result, security personnel can work more quickly and efficiently, better prioritize remediation activities, and more effectively protect your business.

Cisco Services for Intrusion Prevention System

To protect against evolving network attacks, businesses need to take a comprehensive approach to security that integrates both intelligent products and ongoing technical support services. Cisco Services for Intrusion Prevention System (IPS) provide a critical complement to your Cisco IPS network protection. Cisco IPS solutions rely on an embedded library of signature files to monitor networks for malicious activity. Cisco Services for IPS provide ongoing signature file updates, operating system and application software updates, and hardware and software



support to keep Cisco IPS solutions continually up to date and effective against new network threats. This full-time support can help you better protect against security risks, reduce the potential effect of network threats, and enhance staff productivity and network availability.

Optimization Services

To make full use of your network investment, you need to enhance the performance and security of your network and improve operational efficiency. The Cisco Foundation Technology Optimization Service Bundle/NOS provides advanced network-level support and consultative proactive support to help you optimize your Cisco routing and switching network. These services focus on the core routing and switching network and help you make full use of your foundation technology, maintain optimal security, and successfully integrate new advanced technologies.

The Cisco Foundation Technology Optimization Service Bundle/NOS is available on an annual subscription basis and consists of:

- Cisco Foundation Technology Annual Assessment Service
- Cisco Foundation Technology Network Support Service
- Cisco Foundation Technology Continuous Learning Service

Cisco Foundation Technology Annual Assessment Service

Your network foundation provides support for your most critical business processes and must deliver the highest levels of performance, reliability, and protection to your employees, partners, and customers.

To keep your network foundation running at its best, the Cisco Foundation Technology Annual Assessment Service evaluates the elements of your network architecture that contribute to resiliency, security, and availability. Cisco engineers develop detailed reports with prioritized recommendations based on leading practices that align closely with your business objectives. The Cisco Foundation Technology Annual Assessment Service also includes an in-depth evaluation of your network security architecture to help you strengthen risk management and achieve compliance requirements. Network security is crucial to maintaining the integrity and availability of your business-critical applications and data. This service provides an evaluation of your network security architecture, technology policy, and management practices to strengthen risk management, achieve compliance requirements, and align with industry best practices.

Cisco Foundation Technology Network Support Service

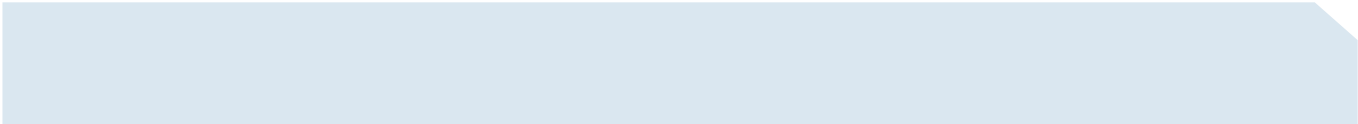
Your network supports your most critical business processes and must deliver consistently high levels of performance, reliability, and security to your employees, partners, and customers.

The Cisco Foundation Technology Network Support Service helps you make competitive use of your network foundation to meet new challenges in today's business environment and positions you to offer a broad range of services over your continuously optimized network. This service supports you in developing detailed design standards for your campus, metropolitan, or wide-area networks to address your business and technical requirements. And it evaluates the capabilities of your current software to meet future needs and assesses how scheduled events such as hardware upgrades and other issues could affect performance.

By regularly analyzing performance data and configurations from your network and recommending changes to help you use your equipment more efficiently and cost-effectively, the Cisco Foundation Technology Network Support Service helps you focus on areas of potential improvement and reduce your risk when making changes to the network.

Cisco Foundation Technology Continuous Learning Service

To facilitate network administration and help reduce your ongoing operational expenses, you need to continually improve the skills of your network support organization. The Cisco Foundation Technology Continuous Learning Service is designed to help you increase your employees' self-sufficiency, while giving them the knowledge they need to better adapt to the rapidly changing competencies required of



today's networking professionals. This service provides access to a rich array of resources, including access to the Cisco Technical Knowledge Library of interactive content, video-on-demand presentations, and best practices and configuration guides. It also offers access to Cisco technical experts for knowledge transfer sessions.

Cisco engineers maintain regular communication with you through scheduled conference calls and e-mails to share information about new networking products and software features for your deployed network environment. This ongoing interaction augments the scheduled support you receive; facilitates general knowledge transfer throughout the lifecycle of your network; and helps your staff become more self-sufficient, proficient, and productive

Cisco Foundation Technology Availability Scoped Service

When so many of your crucial business applications processes reside on your network foundation, maintaining the highest levels of network availability is critical. The Cisco Foundation Technology Availability Service helps you to maintain and improve your network availability related to your network design, operational processes, and operational readiness. Evaluating the current state of the processes and support systems that provide your operations infrastructure capabilities is a critical step toward maintaining and improving network availability. Preserving the high performance, high availability, and high reliability of business resources has a direct effect on profitability. The Cisco team can help by working with your team to identify gaps between your current operations infrastructure capabilities and leading industry practices and by making recommendations for addressing those gaps. This type of support can augment the knowledge and decision-making capabilities of your staff, reduce operating expenses, and increase overall network reliability.

Cisco Foundation Technology Optimization Scoped Service

To gain the highest level of benefits from your secure network foundation, you need the ability to continuously improve the performance and operations of your infrastructure. The Cisco Foundation Technology Optimization Scoped Service provides network-level support for the continual process of planning, designing, and implementing incremental improvements to existing networks and processes. The Cisco team has the knowledge, experience, and best practices to help bridge technology and expertise gaps to improve network performance, reduce operating costs, and attain a high return on investment.

BENEFITS

Cisco Foundation Technology Services help you deploy and maintain high performance, high availability, and high quality of service levels in your network by providing expertise and proven methodologies throughout the network lifecycle and consultation, support, and guidance at critical stages. Sustaining a high-performance network to meet the changing demands of business throughout the year requires ongoing performance and availability analysis. By effectively reviewing your network devices, collecting performance-related data, and applying Cisco leading practices, this service provides you with greater insight into your network, helping you to reduce operational costs, incorporate advanced technologies, and enhance network reliability. Cisco Foundation Technology Services enable you to:

- Improve your network stability, throughput, and utilization.
- Improve the performance of the equipment in your network.
- Reduce network operations costs and enhance network reliability by identifying indications of potential performance problems and making recommendations to address them.
- Identify potential network configuration problems and resolve them before they become major issues.
- Improve your software interoperability, reducing network downtime caused by software inconsistencies.
- Increase the potential for success during critical network changes.

WHY CISCO SERVICES

Cisco Systems and its partners provide a broad portfolio of end-to-end services and support that can help you improve network total cost of ownership, business agility, and network availability to increase your network's business value and return on investment.

The Cisco Lifecycle Services approach defines the minimum set of activities needed, by technology and by network complexity, to help you successfully deploy and operate Cisco technologies and optimize their performance throughout the lifecycle of your network. This approach can help you to achieve a high-performance network, integrate advanced technologies, lower operational costs, and maintain network health through day-to-day operations.

FOR MORE INFORMATION

For more information about Cisco services, visit www.cisco.com/en/US/products/ps6897/services_segment_service_home.html or contact your local account representative.

Cisco Services.
Making Networks Work.
Better Together.



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Printed in the USA

C00-00000-00 03/06