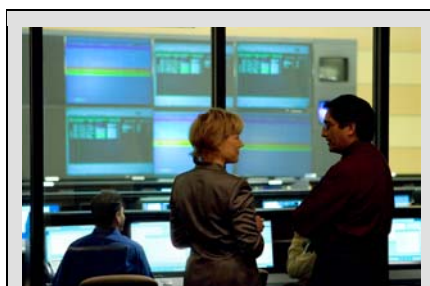


Cisco Network-Level Service

Increase operational efficiency and improve risk management through a smart services foundation.



A Network-Level Approach to Service

Network-level services offer business, technology, and service advantages.

- **Better business and technology alignment:** A cohesive view of business and technical issues and trends supports more efficient technology investments and better business decision making.
- **More effective technical support:** Engineers skilled in voice, video, and data communications address networkwide problems.
- **More efficient maintenance:** A single service provides maintenance and minor updates for more than 100 security, network management, and data center applications, plus major application upgrades.
- **SLAs:** Depending on the services ordered, available Service-Level Agreements (SLAs) include advance replacement, response time, and restoration time.

Service Overview

Increase Global Competitiveness

Market requirements can change rapidly in today's global business environment, and competitive success depends on effective communication and fast, informed action. Achieving and sustaining such extensive business agility require a new level of businesswide collaboration. A network-level approach to services supports that collaboration and propagates businesswide value through faster problem isolation and technical support, simplified operations and service management, more efficient processes, and enhanced information security.

A Network-Level Approach

The Cisco® Network-Level Service is a systemwide network support offering that simplifies and transforms your service experience and improves your operational effectiveness. The standard service components provide critical operational services while reducing services management overhead through consistent and coordinated delivery and simplified administration. You can also purchase optional services that provide faster hardware replacement, additional Cisco expertise, enhanced reporting, and more customized security. These options improve routine network support, provide you with valuable network data, and help your IT staff to meet business goals. Service-level agreements (SLAs) are available with some options.

Get Better Information to Manage Your Network

The Cisco Network-Level Service includes extensive inventory reporting and analysis to increase operational efficiencies and lower support costs. This Cisco installed base networkwide intelligence and customized recommendations help reduce the time, effort, and expense of managing your network.

With regular network reporting and analysis, you can make better business decisions about your network. Cisco Network-Level Service reports provide accurate installed base information and identify aging and unserviceable equipment, so that you can increase network reliability and plan proactively for upgrades and replacements. These reports also simplify annual budgeting and contract renewal processes. Regular, accurate inventory reports also enhance asset control for accounting and depreciation, improving overall risk management.

The Cisco Network-Level Service includes the following components.

Standard service components:

- Inventory collection, reporting, and analysis for improved installed base information and better risk mitigation
- Technical support operations management to resolve service requests more quickly and provide customized recommendations
- Cisco TAC support engineers to augment in-house expertise
- Cisco.com online technical resources for anytime access to information and automated troubleshooting tools
- Operating system support updates and upgrades to enhance network availability, reliability, and stability
- Advance hardware replacement for reduced network downtime

Optional upgrades and additions:

The Cisco Network-Level Service can be customized with upgrades and additional services from the Cisco Services portfolio, including high-touch technical support (HTTS), high-touch operations management (HTOM), additional Intellishield security reporting capabilities, and Advanced Services, including Cisco Network Optimization Service. For more information, contact your Cisco representative.

Depending on the services ordered, available service-level agreements include:

- Advance replacement SLA
- Response time SLA
- Restoration time SLA

Network-Level Service

Cisco Network-Level Service standard components and options address the critical areas of concern for IT managers as they work to meet economic and business challenges:

- Problem isolation and resolution support
- Service restoration support
- Process improvement and efficiency
- Business operations and service management

Problem Isolation and Resolution Support

Fast problem isolation and resolution can help meet internal service-level commitments and increase end user satisfaction ratings, as well as improve primary metrics such as help desk calls, average repair times, and high-impact incidents.

Cisco TAC Support Engineers

This service gives you direct access to highly trained network and application software engineers worldwide. Augmenting your in-house staff with highly trained customer support engineers who are skilled in voice, video, and data communications gives you a single resource for addressing networkwide problems.

Cisco.com Online Technical Resources

Cisco.com online technical resources provide anytime access to the Cisco knowledge library and a wealth of productivity and automated troubleshooting tools. You also get personalized content and solutions and a collaborative support wiki. These resources extend staff competencies and can help you resolve problems without opening a case. When a service request is necessary, you can open and track your request online. In fact, 80 percent of all network issues are solved online, lowering operating expenses and reducing phone time.

Operating System Support Updates

Operating system support updates offer maintenance plus minor and major updates for licensed feature sets. In many cases, these updates let you add new functionality without an additional hardware investment. Updates also:

- Increase the performance of current features
- Enhance network and application availability, reliability, and stability
- Extend the useful life of Cisco devices with software updates

Service Restoration Support

Restoring services quickly can help maintain business continuity, improve customer satisfaction, and increase network availability and employee productivity.

Advance Hardware Replacement

Advance hardware replacement supplies the replacement to your site in one business day, eliminating the time required to ship your product back to Cisco. Fast access to replacement hardware minimizes the risk of network downtime. If you need hardware replacement faster than the next business day, options for 2-hour and 4-hour replacement (measured from RMA creation to delivery) give you faster access to replacement hardware and installation resources to minimize the risk of network downtime.

Process Improvement and Efficiency

More efficient network processes can lower service costs and simplify the monitoring, tuning, reporting, updating, and other daily management functions required to maintain a healthy network.

Technical Support Operations Management

The Technical Support Operations Management Service (TSOM) manages high-priority service requests and provides trending and analysis of reactive issues, reporting and escalation of systemic or critical customer issues, and custom training collateral. TSOM augments your internal support organization to deliver faster and more consistent issue resolution, improved network efficiency through reporting and escalation of systemic or critical issues, and increased internal IT staff productivity through custom training materials.

Business Operations and Service Management

A businesswide view of your network inventory can help you reduce maintenance costs, better manage your equipment lifecycle, and track the value of your capital equipment more efficiently.

Inventory Collection, Reporting, and Analysis

Inventory collection, reporting, and analysis gather information about your Cisco installed base inventory and provide access to related reports. This information improves your installed base data quality and facilitates better decision making over time. For example, accurate inventory information can help you make better decisions regarding insurance, so you can guard against the risk of loss and the cost of business interruption.

Available Service-Level Agreements

Cisco stands behind the Network-Level Service with optional SLAs. SLA availability depends on services ordered.

Advance Replacement SLA (Optional)

The advance replacement SLA backs the Cisco Network-Level Service, aligned with your level of advance hardware replacement: 2-hour, 4-hour, or next business day response. Performance is reported monthly, with quarterly financial penalties if Cisco fails to meet targets for hardware replacement times. Fast access to replacement hardware and resources for installing hardware minimize the risk of network downtime and enhance your ability to predict and commit to network performance levels.

Response Time SLA (Optional)

The response time SLA augments the standard service with HTOM services. It commits to a 30-minute response time for S1 and S2 events. If you are not contacted by a Cisco engineer within 30 minutes (from the time a case is created to the time HTTS contacts you), for 95 percent of S1 and S2 events, the SLA provides remedies in the form of a credit. Response times are reported monthly, with quarterly financial penalties if Cisco does not meet the SLA targets for response time. Fast, predictable response times reduce network downtime and enhance your ability to commit to network performance levels.

Restoration Time SLA (Optional)

The response time SLA augments the standard service with HTOM or HTTS, as well as Network Optimization Services. This SLA is measured from the time a TAC service request is created until Cisco provides the technical information that, when implemented, will restore the Cisco product to a satisfactory, usable level of functionality. Times are reported monthly, with quarterly financial penalties if Cisco does not meet the SLA targets for response time. Fast, predictable response times reduce network downtime and enhance your ability to commit to network performance levels.

Benefits

With the Cisco Network-Level Service, your IT staff can implement network processes that speed problem isolation and resolution, restore services faster, simplify business operations, and increase service management efficiency.

The Cisco Network-Level Service helps you to:

- Increase operational efficiencies and lower support costs with networkwide intelligence and customized recommendations that help reduce the time, effort, and expense of managing your network
- Expedite service restoration and increase uptime with support operations management escalation and customized recommendations
- Improve risk management through detailed inventory reporting and analysis
- Increase confidence with optional SLAs

Why Cisco Services

Cisco Services make networks, applications, and the people who use them work better together.

Today, the network is a strategic platform in a world that demands better integration between people, information, and ideas. The network works better when services, together with products, create solutions aligned with business needs and opportunities.

Availability

The Cisco Network-Level Service is currently available in selected regions. For more information, contact your Cisco representative.

For More Information

For more information about the Cisco Network-Level Service, contact your Cisco service account manager.

Cisco Services.
Making Networks Work.
Better Together.



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