

Cisco Solution Support

Service Definition

October 2023

Contents

| | |
|---|---|
| ABOUT THIS DOCUMENT | 3 |
| SOLUTION SUPPORT OVERVIEW | 3 |
| SOLUTION SUPPORT ALLIANCE | 3 |
| EXPERTISE | 4 |
| COVERAGE | 4 |
| CISCO TECHNOLOGY ARCHITECTURES | 4 |
| SOLUTION TYPES | 4 |
| PRODUCT TYPES | 4 |
| CISCO AND SOLUTION SUPPORT ALLIANCE PARTNER RESPONSIBILITIES | 5 |
| CISCO DIRECT SUPPORT | 5 |
| CISCO COORDINATED SUPPORT | 5 |
| SOLUTION SUPPORT ALLIANCE PARTNER DIRECT SUPPORT | 5 |
| CUSTOMER REQUIREMENTS | 6 |
| FULLY OPERATIONAL ENVIRONMENT | 6 |
| ACTIVE SOLUTION SUPPORT CONTRACTS | 6 |
| ACTIVE SOLUTION SUPPORT ALLIANCE PARTNER PRODUCT SUPPORT CONTRACTS | 6 |
| PROCESSES FOR RESOLVING SOLUTION-LEVEL ISSUES | 7 |
| OPENING A SOLUTION SUPPORT CASE | 7 |
| WORKING WITH SOLUTION SUPPORT ENGINEERS | 8 |
| STANDARD WORKFLOW | 8 |
| ALTERNATE WORKFLOW | 8 |
| COVERAGE LIMITATIONS AND EXCLUSIONS FOR CISCO SOLUTIONS | 9 |
| MORE RESOURCES | 9 |

About this document

Read this service definition to learn complete technical details about Cisco® Solution Support, including:

- Service overview
- What types of solutions and products are covered
- Requirements
- How the service works

Note: This document describes Solution Support details that pertain to our **data center, enterprise networking, IoT, and security solutions**.

Solution Support delivers additional features for our **collaboration solutions**. Refer to the [Cisco Support Services for Collaboration service definition](#) for more information.

Solution Support overview

Get complex issues in your multi-product or multi-vendor Cisco solution resolved up to 55% faster¹ than with single product-focused support with Cisco Solution Support. A Cisco primary point of contact engineer streamlines your support experience by offering solution, product, and interoperability expertise, addressing both software and hardware from Cisco and any of our Solution Support Alliance Partners.

The value of this service to your organization is outlined in Figure 1.

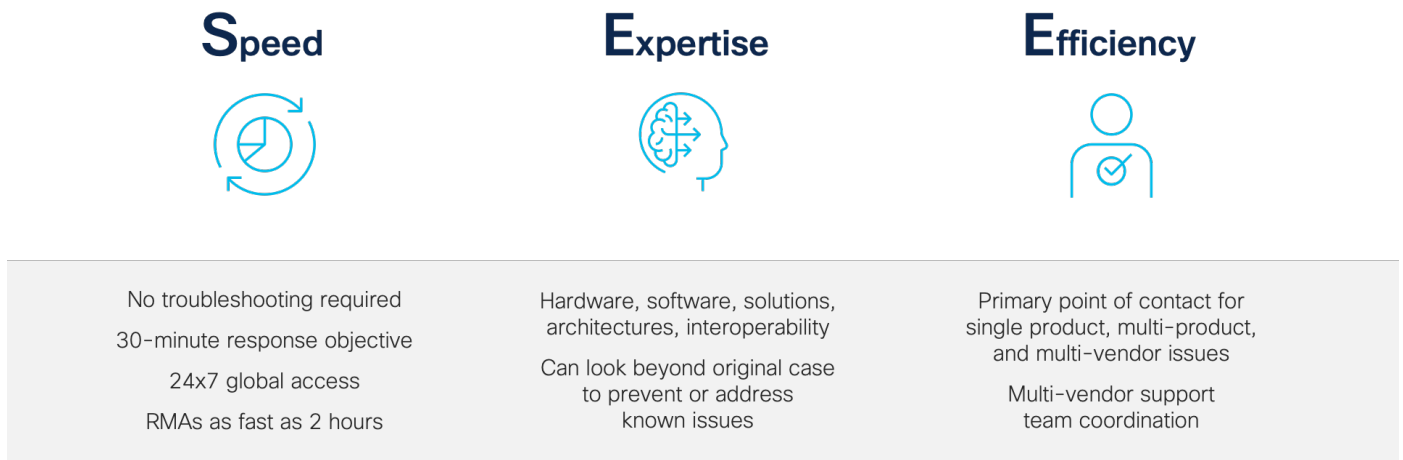


Figure 1. Solution Support value: Speed, expertise, and efficiency

¹ IDC: Business Value Analysis of Cisco Customer Experience Services Portfolio, November 2021

Solution Support Alliance

The Solution Support Alliance is a continually expanding group of leading technology providers who we have vetted and onboarded, and with whom we've formalized technical support processes. This enables you to choose from a wide variety of software and hardware providers whose products you can deploy alongside ours. If a multi-vendor issue arises, Cisco is ready to take fast, efficient action, coordinating with them to maintain product interoperability, and remaining accountable for managing your case from first call to resolution.

To discover Solution Support Alliance Partners, visit the [Solution Support Product Directory](#), a searchable database with information on these technology providers, their products, and links to learn more.

Expertise

Solution Support engineers have expertise in Cisco Validated Designs, reference architectures, and best practices across our technology portfolio. They have deep expertise in Cisco products and understand how our products and those of our Solution Support Alliance Partners work together in your deployment.

Coverage

This section defines the technology architectures, solution types, and product types addressed by Solution Support.

Cisco technology architectures

- Collaboration
- Data center
- Networking
- IoT
- Security
- Service provider

Note: Solution Support delivers additional features for our **collaboration solutions**. Refer to the [Cisco Support Services for Collaboration service definition](#) for more information.

Solution types

- **Defined Cisco solutions:** To see the list of Cisco solutions, visit the [Solution Support Product Directory](#). Solutions are listed in the left navigation bar.
- **Customer-defined solutions:** These solutions use our software and hardware, and optionally those of our Solution Support Alliance Partners, as defined by customers with their Cisco representatives and/or Cisco partner.

These solutions can be:

- **Multi-product:** Solutions with only Cisco products
- **Multi-vendor:** Solutions with Cisco and Solution Support Alliance Partner products. Solutions including Solution Support Alliance Partner products should be built from around 50 percent or more of Cisco products for coverage by this service.

Product types

Cisco products: Solution Support is the default support service for nearly all Cisco software and hardware used in our defined Cisco solutions and those created by customers with their Cisco representatives. In the few instances where Solution Support is not available for a Cisco product, our ordering systems indicate the next level of available support. Contact your Cisco representative with questions about availability.

Solution Support Alliance Partner products: Visit the [Solution Support Product Directory](#) for a searchable database of these third-party providers and their products.

Cisco and Solution Support Alliance Partner responsibilities

This section describes Cisco and Solution Support Alliance Partner technical support engineer responsibilities for multi-product or multi-vendor solutions for our respective products.

To summarize:

- Solution Support engineers provide direct support for Cisco products.
- Solution Support engineers coordinate support with Solution Support Alliance Partners if the issue involves Cisco and Solution Support Alliance Partner products.
- Solution Support Alliance Partner engineers provide direct support for their products.

Cisco direct support

This description is relevant for Cisco multi-product and multi-vendor solutions.

Solution Support engineers directly resolve issues for Cisco products in your Cisco multi-product or multi-vendor solution.

Cisco coordinated support

This description is relevant only for Cisco multi-vendor solutions.

If a Solution Support engineer determines your issue involves product(s) from Solution Support Alliance Partner(s), we work with you to open a case with the relevant Solution Support Alliance Partner support team using your active product support contract entitlement with them (we do not open service requests with Solution Support Alliance Partners on your behalf). Solution Support engineers coordinate support, which means we make sure the Solution Support Alliance Partner has access to relevant case files, provide answers to their case questions, monitor their issue analysis and resolution to help maintain overall solution interoperability, keep you informed of case progress, and notify you when your issue has been resolved so that you may approve case closure.

We recommend you purchase Solution Support Alliance Partner support with a 24/7 service level to match Cisco Technical Assistance Center (TAC) availability and for the Solution Support engineer to efficiently coordinate support to resolve your issue. If the Solution Support Alliance Partner does not offer or you do not opt to purchase a 24/7 service level, the Solution Support engineer pauses issue management until the Solution Support Alliance Partner product support team is available.

Solution Support Alliance Partner direct support

This description is relevant only for multi-vendor solutions.

Cisco takes your first call for solution issues, and if it's determined the issue involves one or more products from a Solution Support Alliance Partner, a Solution Support engineer assists you in opening a case with them (using your Solution Support Alliance Partner active product support contract entitlement), and coordinates issue resolution as described above.

The Solution Support Alliance Partner support team provides direct support to resolve issues for their products according to your product support contract with them.

Customer requirements

The following requirements must be met in order to receive support through Solution Support:

Fully operational environment

Solution Support is a day-2 support service. There are no deliverables associated with planning and/or building your Cisco environment. In order to receive solution-level support as described in this document, you must ensure your environment is up and running with major functions in operation. If you need help planning and/or building your environment, contact an authorized Cisco representative to learn about professional services.

Active Solution Support contracts

All Cisco software and hardware deployed in your solution must be covered by Solution Support in order to receive solution-level support as described in this document. Purchasing Solution Support for some, but not all, Cisco software and hardware deployed in your solution will not provide complete entitlement to this service. In the few instances where Solution Support is not yet available for a Cisco product, the next level of support is available and must be purchased for full entitlement to Solution Support, including those products covered by the next level of support.

Note: Adding Solution Support to Cisco hardware requires choosing a return materials authorization (RMA) service level.

Active Solution Support Alliance Partner product support contracts

If your solution is multi-vendor, Solution Support Alliance Partner products in your deployment must be covered by the Solution Support Alliance Partner's product support equivalent to Cisco Smart Net Total Care (for hardware products) and Software Support (for software products) with a 24/7 service level, if available. If the Solution Support Alliance Partner does not offer a 24/7 service level, our ability to coordinate issue resolution is dictated by your contractual entitlement with them.

Solution Support Alliance Partner product support contracts are necessary for:

- Solution Support Alliance Partners to provide expertise and directly resolve issues with their products.
- Access to return merchandise authorizations (RMAs), software updates and upgrades, knowledge base, etc.
- Solution Support engineers to coordinate issue resolution with Solution Support Alliance Partner product support teams.

Note: The following services are not acceptable as equivalent product support from Solution Support Alliance Partners:

- Warranty services such as Cisco Warranty, Cisco Warranty Plus, Smart Net Total Care for Cisco UCS® hardware only, or any similar services from Solution Support Alliance Partners or third-party technology providers.
- Community support programs.

- Support contracts with a third-party support agent delivering their own branded support for products they did not engineer.

Processes for resolving solution-level issues

This section describes how to open support cases and how Solution Support engineers work with you and, for multi-vendor solutions, Solution Support Alliance Partners (Figures 2 and 3).

Opening a Solution Support case

You or your Cisco partner opens a case using a Solution Support entitled product either by [calling the Cisco TAC](#) (for severity 1 and 2 cases) or via the [Cisco TAC online case tool](#) (for severity 3 or 4 cases). Provide the following information:

- Severity level of your service request.
- Cisco product serial number (for the product you think is involved in the issue or that is interacting with a Solution Support Alliance Partner product in the issue).
- Name of your Cisco solution.
- Description of the problem and symptoms you are experiencing. You will then be routed to the appropriate Solution Support engineer. For complete details, review [Opening a Cisco Solution Support Service Request](#).

Note: In some situations, you might not know what product is causing the issue, or if there actually is an issue. You can open a Solution Support case on any Cisco product in your solution deployment entitled to this service. The Solution Support engineer will determine if there is an issue, and if so, will initiate the issue resolution process.

If you have a multi-vendor solution, at any time and for any reason, you can open a product support case directly with a Solution Support Alliance Partner. If it is then determined that the issue is more complex than originally estimated (for example, it involves multiple products), you can open a Solution Support case on any Cisco product in your solution that interacts with the Solution Support Alliance Partner product(s) and we will step in to begin coordinating your case to resolution.

Working with Solution Support engineers

Standard workflow

After you have opened a Solution Support case as described in the prior section, the Solution Support engineer:

Works with you or, if applicable, your Cisco partner.

If the Solution Support engineer isolates your issue to a Cisco product, they resolve the Cisco single- and multi-product issue based on their knowledge of the solution through Cisco Validated Designs, reference architectures, configuration best practices, or other expertise, experience, and/or internal information.

If the Solution Support engineer (also) isolates your issue to a Solution Support Alliance Partner, we:

- Work with you to open a case using your active product support contract entitlement with them. Solution Support engineers do not open service requests with Solution Support Alliance Partners on your behalf.

- Coordinate support, which means we make sure the Solution Support Alliance Partner has access to relevant case files, provide answers to their case questions, monitor their issue analysis and resolution to help maintain overall solution interoperability, and keep you informed of case progress.
- Notify you when your issue has been resolved so that you may approve case closure.

Note: In order for Solution Support engineers to conduct multi-vendor support coordination, you must have active product support contracts from Solution Support Alliance Partners equivalent to Smart Net Total Care for hardware and Software Support Basic for software. You must also provide system and case information and access to both Cisco and Solution Support Alliance Partners or any other third-party technology providers.

If a Solution Support Alliance Partner product support team cannot resolve your issue with their product and is a member of the Cisco DevNet program, the Solution Support Alliance Partner may open a service request with the Cisco Developer Support Service for help in isolating and resolving the issue.

Your case remains open and active until you approve it for closure by Cisco.

Alternate workflow

If you have a multi-vendor solution and open a case directly with a Solution Support Alliance Partner for an issue with their product, and it's then determined the issue involves multiple products, the following alternate workflow applies:

After you have opened a Solution Support case as described in the prior section, notify the Solution Support engineer that you are requesting solution-level support for a product support case previously opened with a Solution Support Alliance Partner. The Solution Support engineer then works with you to become familiar with your case and manages issue resolution from that point forward.

Your case remains open and active until you approve it for closure by Cisco.

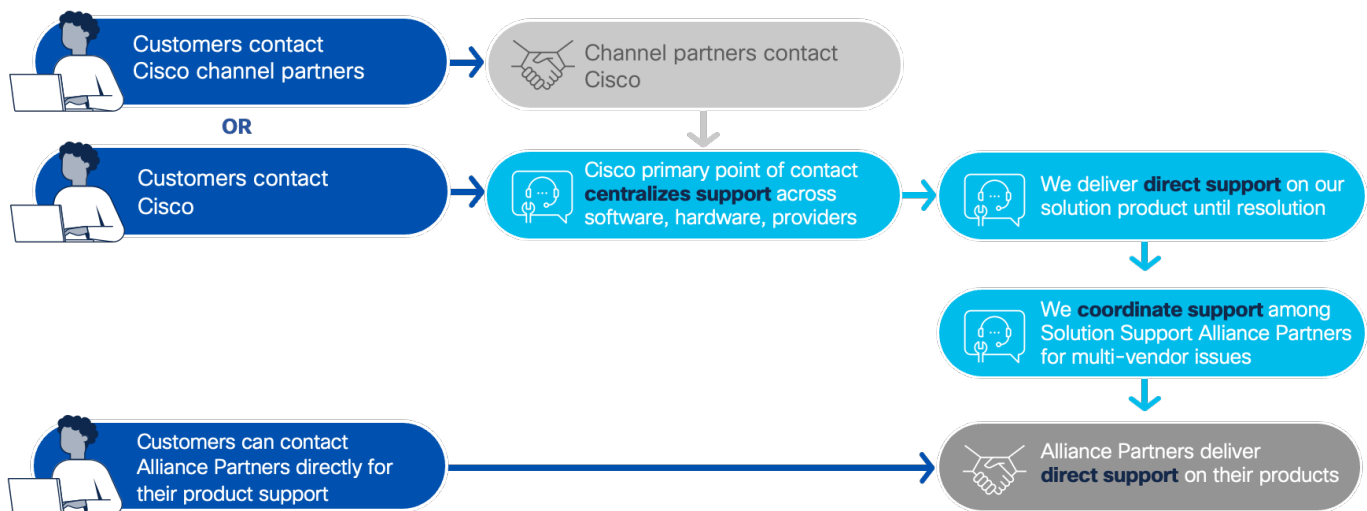


Figure 2. Solution Support engagement model

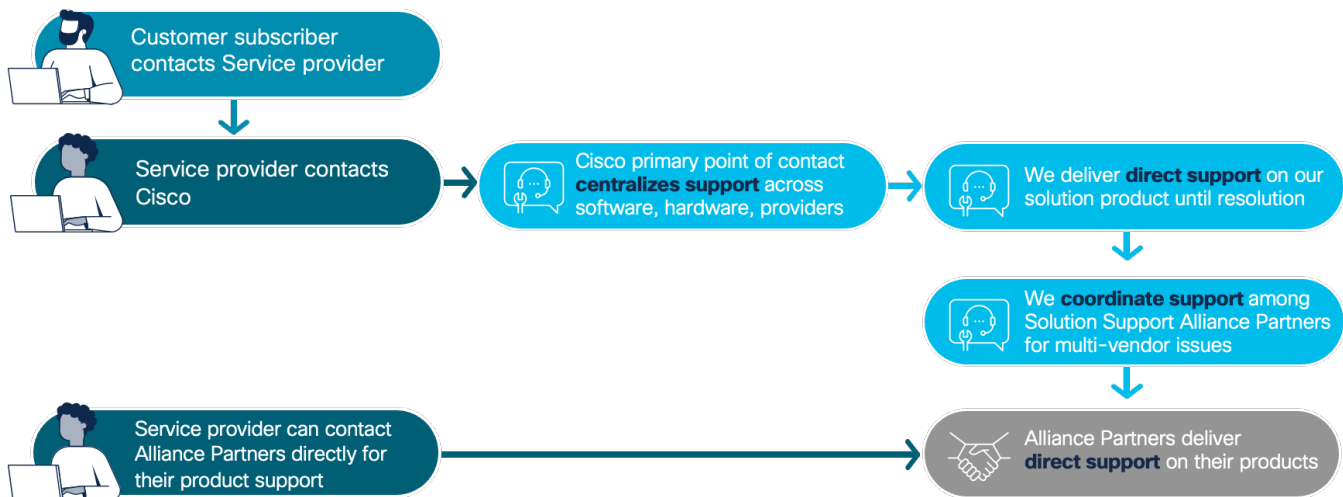


Figure 3. Solution Support engagement model with service providers

Coverage limitations and exclusions for Cisco solutions

This document defines Solution Support for Cisco solutions, Cisco products, and Solution Support Alliance Partner products listed in the [Solution Support Product Directory](#). This service does not support solutions and products beyond what is listed in the directory.

Solution Support covers base functionality of Cisco products and solutions. However, certain product capabilities beyond base functionality may not be covered by Solution Support. Therefore, unless specifically listed, it should not be assumed that all licensed technologies related to listed products are covered by this service.

Check with your Cisco representative and the [Solution Support Product Directory](#) for the most current list of supported solutions, products, and capabilities.

More resources

Visit [Cisco Solution Support Guided Resources](#) in the Cisco Community for a digital checklist version of this information. For general information about Solution Support, visit www.cisco.com/go/solutionsupport.

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Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

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