



# The Right Kind of Technical Service for Your Solution Environment

Cisco Solution Support

May 2018

# New Technologies Can Drive Innovation and Growth

Yet managing solutions can be a challenge, especially when working with multiple vendors and products in a single environment.



# How Many Vendors Are You Working With Today?



Enterprises average 10-20+ technology vendors

Increasing through converged infrastructures and cloud deployments

Less likely any one vendor can address every technology issue



# Have You Asked Yourself This When Considering a Solution Purchase?

“If something breaks, which support team do I call?”

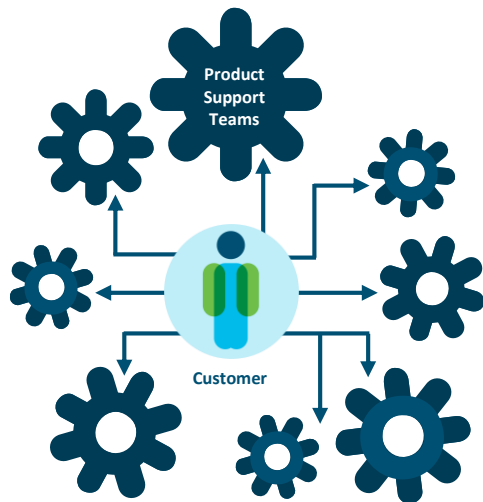
“We don’t have the resources to manage multiple product support teams.”

“Even minor maintenance changes can cause serious issues.”

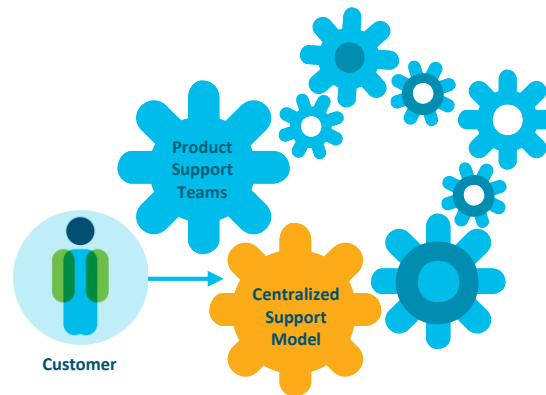
“Our support experience with some vendors has been inconsistent.”

# Cisco Responds and Evolves Support

## Product Support for Solution Environments



## Solution-Level Support for Solution Environments

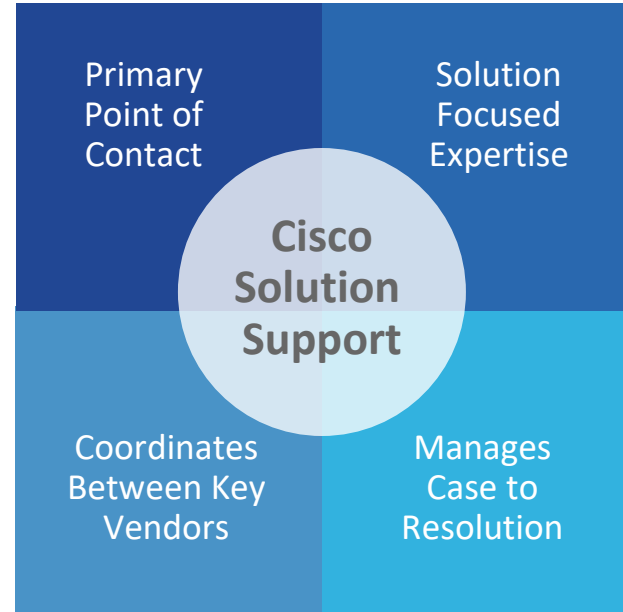


# The Right Kind of Technical Service for Solution Environments

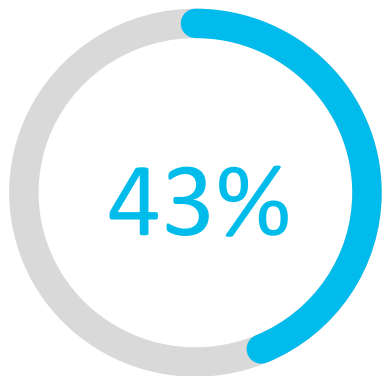
Centralized support from our solution experts

Accountability for issue management and resolution

Addresses Cisco® and solution partner products



# Rapid Resolution for Solution-Level Issues



Average decrease in time to resolve solution-level issues using Cisco Solution Support versus product support alone.

December 2016 Cisco internal study

# Real saving and gains with Cisco Solution Support

17%

Lower five-year  
hardware environment  
operations cost

213%

Five-year  
service ROI

9%

Lower IT  
hardware costs

32%

More efficient  
management of  
environments

21%

Fewer issues  
requiring responses

\$37M

Avoided unplanned  
downtime losses

\$3.5M

Additional revenue  
per year



# Cisco Solution Support Features and Benefits



**Primary point of contact** >> Accountability and continuity of service from first call until you close your case



**Deep solution expertise** >> Often results in immediate issue resolution so you get back to business sooner



**Solution partner and Cisco product support team coordination** >> Eliminates your need to manage vendors and your case



**Open door approach** >> No need to diagnose a problem before contacting our solution experts



**One service, broad coverage** >> Get solution-level and product support in one service that's easy to order and renew

# One Service, Broad Coverage

Service Features	Cisco Product Support	Cisco Solution Support
Global 24x7 product-level technical support	●	●
24-hour access to Cisco® online resources	●	●
Hardware replacement (2- and 4-hour, next business day)	●	●
Network management / operating system software updates and upgrades	●	●
Proactive diagnostics and immediate alerts on devices through Cisco Smart Call Home	●	●
Web-based user community for self-service support of smart capabilities	●	●
Cisco software application support	●	●
<b>Primary point of contact with solution-level expertise</b>		●
<b>Accountability for issue resolution, no matter where it resides</b>		●
<b>Coordination between Cisco TAC and solution partner product support teams</b>		●
<b>Case management from first call to resolution</b>		●

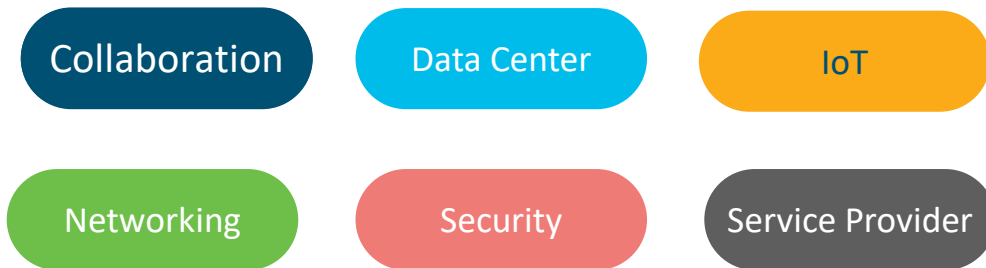
# Who Needs Cisco Solution Support?

- Newly deploying an eligible Cisco solution
- Looking for:
  - A primary point of contact with solution expertise
  - Cisco to lead support across their ecosystem
  - Coordination between product support teams
  - Operational review prior to scaling



# Coverage Across Cisco Solution Portfolios

Cisco® Solution Support covers eligible solutions across our collaboration, data center, Internet of Things (IoT), networking, security, and service provider portfolios—each with unique Cisco and solution partner products.



Find the list of growing eligible solutions, including comprehensive lists of covered products from Cisco and our solution partners, in our [Cisco Solution Support Coverage Catalog](#).

# Streamlined Access to Cisco Solution Experts

1

Customer contacts Cisco® Solution Support and opens case on the eligible solution



2

Cisco solution expert assesses issue: immediately resolves or engages product support teams



3

Cisco coordinates product support teams as needed to manage issue resolution



4

Cisco stays with the customer until the issue is resolved and they close their case

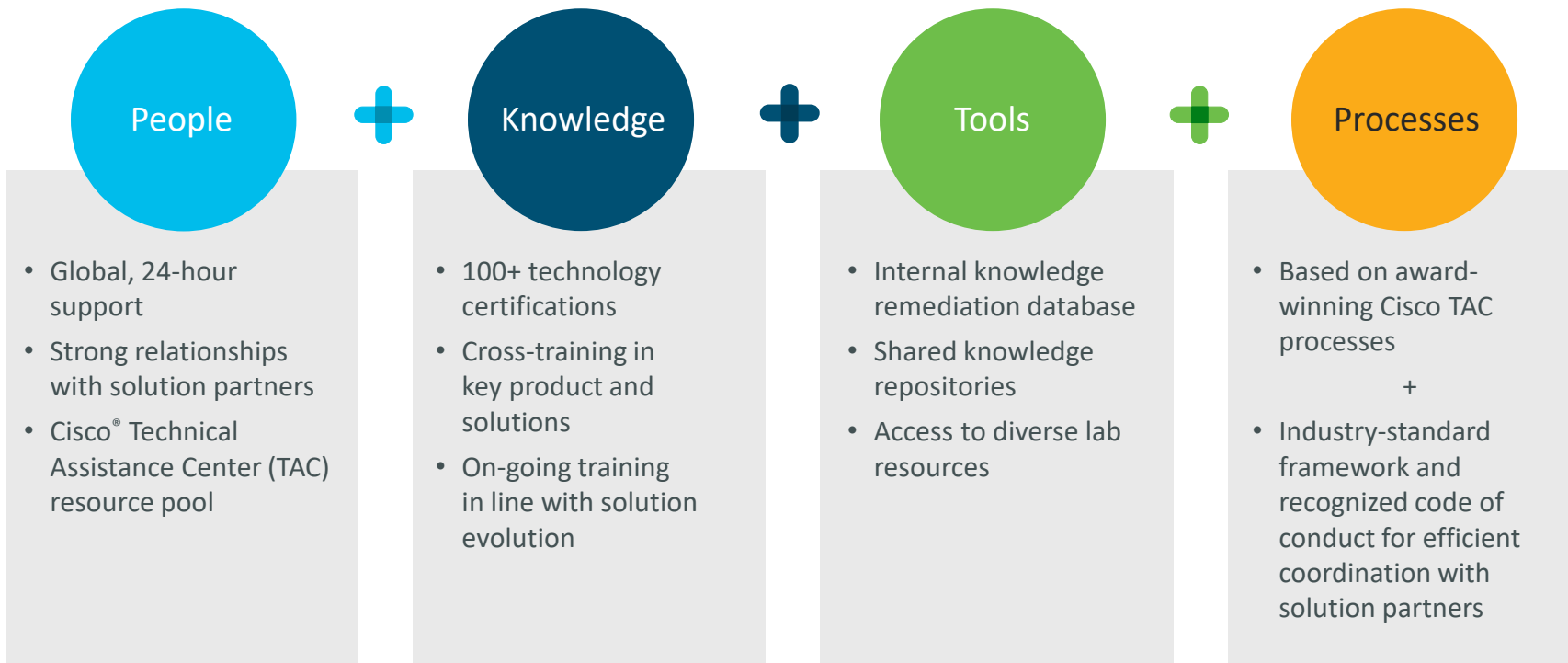


Customers retain the flexibility to contact solution partners directly for product support per their contracts with them.

# How Customers, Partners and Cisco Fit Together



# You Gain from Our Global Expertise



# Scalable Coverage, Deep Experience



180 countries served

17+

languages



2,600 engineers

400 

patents issued

\$ 8B+

in spare parts inventory

5+ years  
average engineer industry  
experience



# Ongoing Industry Distinction



25 Wins



14 Wins



Services Company  
of the Year – Australia

14 Wins



Support Website  
Best Home/Welcome Page  
Support Mobile App  
Best Training Site (Visual tours)  
PR Video (Software downloads)

14 Wins



Support Website  
Best Home Page  
Best Interface Design  
Support Mobile App

11 Wins



The Year's Ten Best  
Web Support Sites

HALL  
OF FAME

8 Wins



3 Wins



Support Website  
Outstanding Website

3 Wins



in Support Usability  
among 23 leading tech companies

New



Support Website

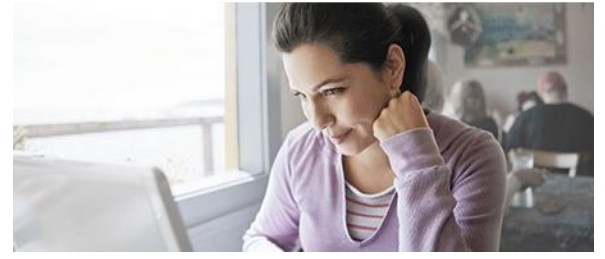
## Ask Yourself

“Do you have the staff and resources to identify your issue?”

“Do you have the time to coordinate resources between vendors?”

“Could you afford downtime while you are doing all of the above?”





Innovate with confidence and take the leap to new technologies. We have you covered with Cisco® Solution Support.

