

Cisco Support Services

# Innovate without compromise

Limit disruption, reduce risk and get the most from your IT environment with Cisco Support Services.

As an IT leader, you're under pressure to consistently deliver business and technology outcomes. That means a quick response to critical issues and a strategic approach to maximizing your IT investment.

**Support your technology and teams to achieve business results, faster.** Get the level of support you need, when you need it. Accelerate your business outcomes with our world-class technical service options at the hardware, software and solution levels.

Manage risk, resolve problems and operate more efficiently with the award-winning hardware support of **Smart Net Total Care®**.

Ensure your IT and help-desk teams integrate, adopt and get full business value from your Cisco software investment with **Software Support**.

Get centralized issue management and rapid resolution across your multivendor, multiproduct environment with **Solution Support**.



**Cisco Solution Support** helps us maintain extremely low levels of downtime. You cannot underestimate the value of this in our industry.

**Cisco Solution Support** helps us respond quickly, getting us the right resources to **resolve problems**.

*—Large enterprise customer, interviewed by IDC<sup>1</sup>*

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## Hardware support beyond warranty with **Smart Net Total Care**<sup>®</sup>

Gain clear visibility of your network and devices for a new level of efficiency. Identify and troubleshoot issues fast, reduce downtime and maintain efficiency, and simplify and streamline hardware management and OS software upgrades.

Cisco's award-winning technical support gives you:

**Round-the-clock assistance** for product installation, configuration, and troubleshooting.

**Hardware replacement** in as little as two hours plus OS software updates to keep you optimized and secure.

**Online resources for your team** to find the information they need, when they need it.

**Extensive inventory and contract management** features plus alerts for Cisco products with Smart capabilities.

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## Expert application assistance with **Software Support**, on-premises and in the cloud

Unlock the innovative power of your applications with Software Support. Migrate to the cloud with minimal business disruptions. Ensure application availability with proactive support and immediate responses, and take advantage of updates and releases with ease.

Choose from three levels of support:

### **Premium Software Support:**

Rely upon a designated Cisco expert who knows your IT environment, adding depth and experience to your team.

### **Enhanced Software Support:**

Access additional help to onboard new products and features, getting them up, running and delivering value faster.

### **Basic Software Support (SWSS):**

Comprehensive coverage for the software applications and suites that keep your systems and your business running smoothly.

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## Coordinated multivendor, multiproduct assistance with **Solution Support**

Innovate with confidence without waiting to ramp up internal expertise for your multivendor Cisco solution. Instead, rely on our architecture experts and get centralized support across the Cisco and Solution Support Alliance Partner hardware and software in your deployment.

Avoid time spent isolating your issues – simply contact Solution Support.

We'll isolate the issue, resolve it, or actively manage Cisco and / or Solution Support Alliance Partner product support teams to do so.

### **Primary point of contact support**

eliminates time and confusion about which provider to call first for help.

**Priority response** delivers on a 30-minute response window for your most critical issues.

### **Product support team coordination**

saves you having to manage multiple teams and providers during complex issue resolution.

### **Accountability for case management to resolution**

means we stay engaged with you until you're satisfied your problem has been fixed, especially critical for multivendor issues.

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### What you can achieve

↓ **65% security** breach risk<sup>2</sup>

↓ **50% compliance** audit time<sup>2</sup>

↓ **75% length** of outages<sup>2</sup>

**\$1.6M savings** in downtime<sup>2</sup>

**\$800K in productivity** gains<sup>2</sup>

**\$150K reduced** cost in operations<sup>2</sup>

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### What you can achieve

**Fix root issues**, reducing case submission by 60%<sup>3</sup>

**44% of cases resolved** in one day or less<sup>4</sup>

**Faster software** adoption and ROI<sup>5</sup>

**Minimizes risk** with strategy to combat security threats<sup>6</sup>

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### What you can achieve

**44% faster** complex issue resolution than product support, on average<sup>7</sup>

**213% service ROI**<sup>8</sup>

**32% more** efficient management of environments<sup>8</sup>

**17% lower** hardware OPEX<sup>8</sup>

**9% lower** IT hardware costs<sup>8</sup>

## Why Choose Cisco Support Services? Scalable coverage, deep experience.

Staying competitive in fast-changing markets means **rapid digital transformation and growth**. Organizations must continually evolve their technology while keeping current systems running smoothly.

Many in-house teams don't have the capacity to balance the rate of change with the existing needs of the business.

Get back to business fast with **expert support you can count on**.



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It's vital that our network is stable, scalable, secure and we get new sites and services up and running as fast as possible. That's why we chose Cisco.

*-Cristian Díaz Viera  
Head of Security and  
Communications Projects  
Mutual de Seguros*

191  
countries served

2.2 million  
cases handled  
annually

11,000+  
engineers

\$18.5 billion+  
in spare parts  
inventory

60,000+  
partners worldwide

11  
global CX centers

<sup>1</sup> 2017 IDC Business Value Study for Cisco Services

<sup>2</sup> Forrester Total Economic Impact Study, 2017

<sup>3</sup> Financial investment firm case study

<sup>4</sup> Financial trading company case study

<sup>5</sup> Global manufacturing company case study

<sup>6</sup> Banking case study

<sup>7</sup> January 2019 Cisco internal study of 10,000 support cases

<sup>8</sup> 2017 IDC Business Value Study for Cisco Services

**Cisco Support Services.**

With you every step of the way.

Get in touch