CISCO
The bridge to possible

Cisco Solution Support

Technology has evolved.
So should your support.

Complexity has a cost

69%
of IT leaders say projects are increasingly complex[1]

93%
of IT leaders are facing a skills gap[2]

$300,000+
lost, on average, for every hour of network downtime[3]

[1] Harvey Nash/KPMG CIO Survey 2017 | [2] IDG | [3] Information Technology Intelligence Consulting Research, Rand Group

Consider the impact of your support service

Today, organizations are working with more technology providers and products than ever before to accelerate efficiencies and growth.

While multiple technologies can deliver more than the sum of their parts, if an issue arises in one product, a ripple effect can impact the performance of others.

- Are you currently using product-level support for your multiproduct, multivendor IT environment?

- Which product support team do you call when a problem arises that impacts multiple devices or software tools?

- Do you have time to isolate issues prior to opening a product support service request?

- Do you have the resources to coordinate multiple product support teams if your issue involves more than one product?
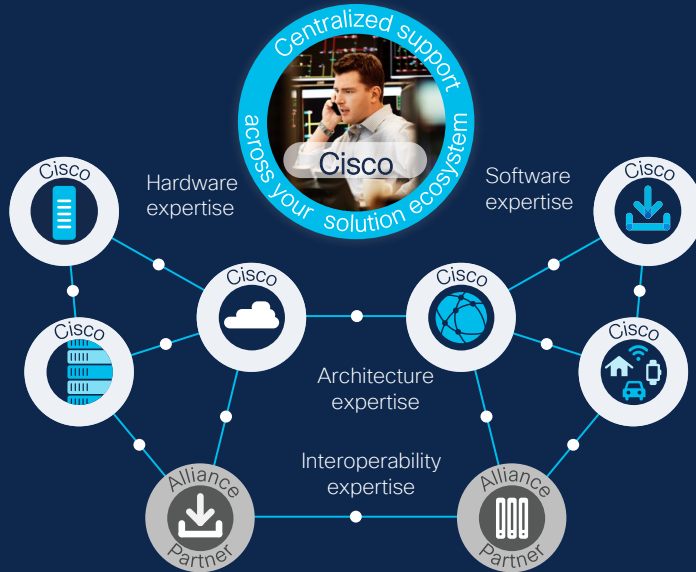
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Centralized support across your solution ecosystem

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Hardware expertise

Software expertise

Architecture expertise

Interoperability expertise

● Cisco and Alliance Partner product support team coordination ●

Get centralized support across your solution environment with Cisco® Solution Support.

A primary point of contact streamlines your support experience by addressing hardware and software from Cisco and our Solution Support Alliance Partners.

Priority access and response quickly connects you to a Cisco engineer expert who resolves solution level issues faster than product-level support, helping you minimize disruption and risk, and stay focused on your projects and your business.

Solution Support quantifiable value

44%
faster complex issue resolution on average than product support[4]

213%
five-year service ROI[5]

32%
increase in IT staff efficiency[5]

[4] July 2020 Cisco internal study of 300,000 support cases | [5] IDC Business Value Analysis of Cisco Services; read the full report and executive summary.

Cisco Solution Support in action

Enterprise networking

Collaboration

Data center

Innovate with confidence
Enterprise networking, network security, and IoT

A large North American utility provider deployed a Cisco® Software–Defined Access network to communicate with connected smart meters, auto charging stations, and other industrial assets.

Customer challenges

- Issues across the customer's networking, IoT, and security environment

- Slowed applications and poor response times

- Hours to days spent troubleshooting outages, increasing risk

Customer outcomes with Solution Support

IT resources focus on IoT innovation, not troubleshooting

Problems resolved quickly; IT gained knowledge to avoid future pitfalls

IoT-enabled devices protected from security risks

"The Cisco engineers understand how the systems have been deployed across the organization instead of just looking at it from a product point of view. We've seen roughly one-third fewer outages, and we're resolving them about one-third faster."

\- Large utility provider

Enhance your customers' experience
Collaboration and security

A large retail bank invested in state-of-the-art collaboration and contact center solutions from Cisco® and other providers.

Customer challenges

- Navigating a multivendor environment quickly to pinpoint issues

- Millions of dollars spent in IT hours trying to isolate IP phone issues

- Product support teams lack solution-level expertise to address issues across contact center technologies

Customer outcomes with Solution Support

Issues resolved, usually within an hour, for the entire environment

Increased IP phone performance enables superior service delivery

Reliable contact center helps ensure customer data is secure

"We'll turn an issue over to Cisco, which then frees up my staff to continue to do additional work outside of that specific issue and increase productivity."

– Financial institution

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Speed time to ROI
Data center

A large U.S.-based department store chain needed full use of Cisco® Application Centric Infrastructure (Cisco ACI) automation to roll out new services and increase revenue.

Customer challenges

- Lack of customer in-house IT expertise to migrate their legacy data center to Cisco ACI
- The need to successfully speed their data center migration

Outcomes with Solution Support

In-depth training accelerated ability to benefit from Cisco® ACI

Improved automation led to simpler IT management

Faster adoption enabled the retailer to capitalize on new opportunities

"After attending the JumpStart training, my next deployment time for an ACI fabric was reduced by half."

- Large retailer

The bridge to possible

Get started with Solution Support

Today's solutions are powerfully complex because they need to be. Product support does not offer every feature needed to efficiently resolve what can be complicated issues in multiproduct, multivendor solutions.

Invest in a support service purpose-built to help minimize disruption and risk for solution environments ... and keep your technology working for you, not the other way around.

Visit us at www.cisco.com/go/solutionsupport and contact your Cisco partner to learn how Solution Support can help your organization.

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