

Success Tracks: Level 1

Solution Overview

Boost productivity to yield greater efficiency

Thriving in today's unpredictable business environment can be a challenge, but it doesn't have to be. Approaching the way your organization operates behind the scenes at a strategic level, can be an effective way to manage and meet your goals – reducing risk, creating efficiencies and boosting productivity. An important element is ensuring your IT investments are operating as cohesively as possible, based on support and insights that guide you along the journey.

Our Cisco® Customer Experience (CX) Success Tracks are designed to help you simplify and accelerate the adoption of your Cisco solutions to ensure you derive the maximum benefit from your technology investments. We know that every business has unique IT service and engagement requirements. To support your company along the journey – from deployment and adoption to your next transition – we offer different levels of service to help you achieve results.

Success Tracks are comprised of four levels of service and suite of capabilities – Expert Resources, Trusted Support, Insights and Analytics, and Contextual Learning. You choose the service level depending on what works best for your needs, and accessed through a single pane of glass, CX Cloud.

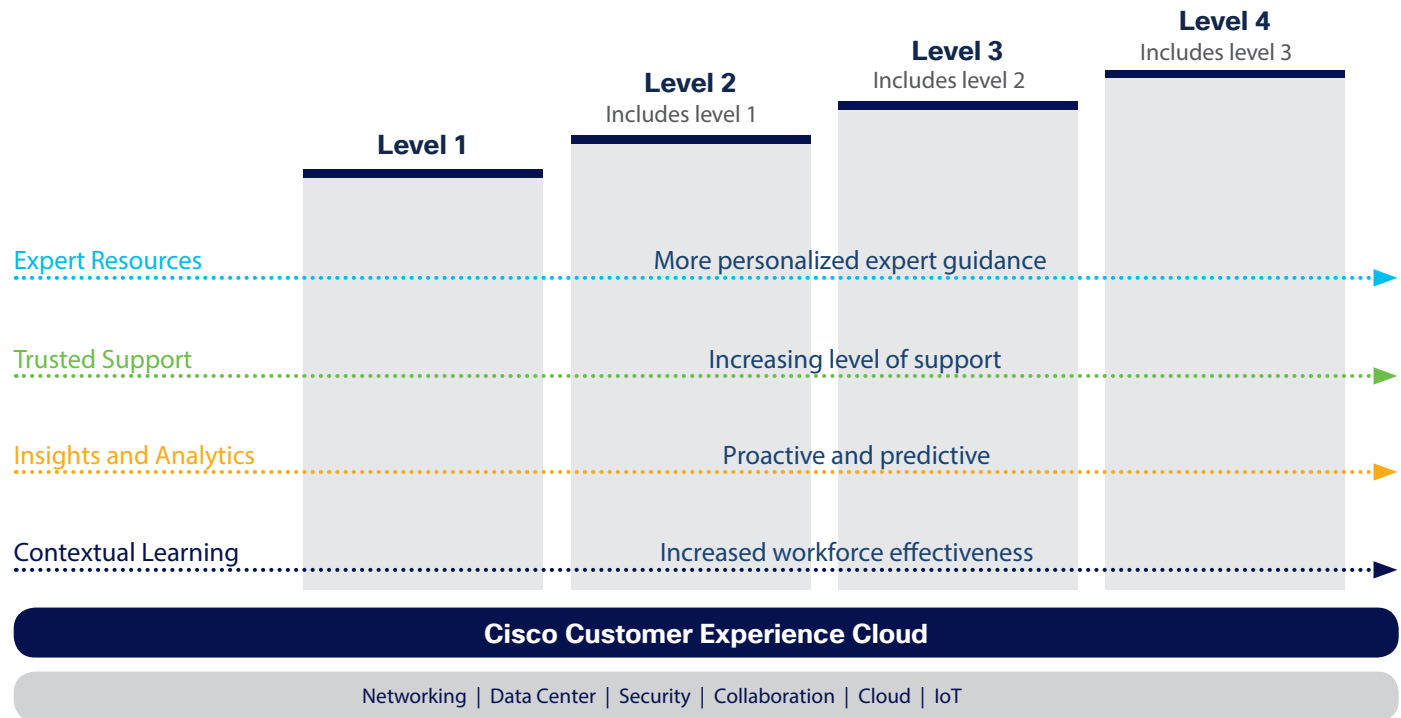
Benefits

- Ask the Experts best practices webinars
- World-class 24x7 technical support, with one-hour response
- Insight that improve installed base device visibility
- Self-structured e-learning courses

Success Tracks accelerate your success across every step of your journey

Portfolio levels

Level 1 includes World-class technical support, plus new Expert-led live best practices webinar to help address commonly known adoption issues, enhanced insights that improve device visibility to reduce risk, and self-structured e-learning courses to improve product knowledge to boost IT productivity.



Boost productivity and efficiency

Expert Resources

Expert guidance, best practices, and proven methodologies focused on industry wide solutions to guide you through every step of your lifecycle journey.

- Through a persona-based console, you get access to on-demand, self-structured learning resources, Success Track Communities, and the Cisco knowledge library to show you how to adopt new technologies with less risk.
- Ask the Experts sessions are live or on-demand educational webinars where Cisco experts answer your questions about features, tools, and best practices related to your Cisco products. Ask the Experts sessions help you achieve faster time to value by avoiding common implementation, use, and adoption pitfalls. You benefit from learning how to quickly adopt and use advanced features while building the next level of knowledge beyond self-help.

Trusted Support

Through our support structure, we work with you to show you how to address issues that may arise. You get 24-hour daily access to the Cisco Technical Assistance Center (TAC) with a one-hour response time, with 8x5xNBD RMA to resolve issues. When you have a critical hardware problem, advance hardware replacement is available the next business day during standard business hours. Cisco experts work with you to address software issues that may arise to help keep your systems running smoothly and provide download access to major, minor, and maintenance releases through the Cisco Software.

Insights and Analytics

Enhance your visibility into your Cisco devices to deliver more insights to improve your forecasting, planning and device visibility.

- **Adoption view**, based on the product telemetry you implement, can provide an overview of feature activation information (what features are being used versus what you have activated) and feature consistency (feature use across Cisco products), as well as top features being used.
- **Asset and license view** let you see an up-to-date list of your Cisco products with installed location, contract term, end-of-life status, and other details.
- **Rapid problem resolution** gives Cisco engineers immediate access to the information they need to assist in troubleshooting your issue by providing automatic data collection when there is a device problem.
- **Personalized exposure checks** let you view relevant bugs, PSIRTs, and field notices for Cisco products in your technology environment to help you mitigate the impact of known product vulnerabilities.
- **Case management** helps you efficiently track case handling by detailing the status of all your support cases.

Contextual Learning

Provides unlimited on-demand access to e-Learning courses and best practices on Cisco technologies and architectures.

For more information on Cisco Success Tracks, contact us today.