Cisco Solution Support

Primary point of contact

Priority response

Product, solution and interoperability experience

Product support team coordination

Technology has evolved. So should your technical support.

From single devices with their operating systems, today's IT infrastructures are now more complex: software and hardware from multiple technology providers combine to create sophisticated business solutions.

But more products and more providers can mean more places where something could go wrong. How are you supporting your powerfully complex IT? If you're still using product-focused support, it's likely not enough:

- When an issue arises within a multiproduct, multivendor solution environment, do you have the resources to isolate your issue to open a case?

- If you don't, how do you know which provider to call for help?

Centralize your support experience

Get the right kind of technical service for your multiproduct, multivendor solution with Cisco® Solution Support. A Cisco primary point of contact focuses on your deployment as a whole, addressing software and hardware from both Cisco and Solution Support Alliance Partners.

Using product, architecture, and interoperability expertise, we either directly resolve your issue or actively manage your case by coordinating product support teams inside and outside of Cisco, remaining accountable from first call to resolution, no matter where the issues reside.

Save time, save money

Get multiproduct, multivendor issues resolved on average 44% faster than product support.[1]

Experience a 213% service ROI over a 5-year period.[2]

How it works

Solution Support combines solution level support with Cisco product support— Cisco Smart Net Total Care® or Software Support—in one service. Purchase Solution Support for each Cisco software and hardware product in your deployment.[3]

When you need help, simply contact us, whether your issue is ultimately isolated to one of our products or from a Solution Support Alliance Partner. In fact, you can contact our experts with any kind of question about your deployment. We'll work with you to get questions answered, isolate and solve problems, and remain accountable for your case from first call to resolution.

"Solution Support helps free up my staff to continue to do additional work outside of that specific issue and increases productivity." [2]

Sources:
[1] July 2020 Cisco internal study of 300,000 support cases.

[2] IDC Business Value Analysis of Cisco Services.

[3] Product support for Solution Support Alliance Partner products you use in your Cisco solution deployment is required. Contact these technology providers for more information and to purchase.

Features and benefits

Primary point of contact
Feature: Centralized support across software and hardware in a Cisco multiproduct or multivendor solution deployment
Benefit: Expedites connection to an expert; eliminates your need to identify which support team to call

Deep expertise
Feature: Expertise on Cisco products and integration with Solution Support Alliance Partner products
Benefit: Often results in immediate resolution of solution- or product-level issues

Priority response
Feature: 30-minute response objective for severity 1 and 2 cases; prioritization over product support service requests for severity 3 and 4 cases
Benefit: Helps minimize IT and business disruption

Product support team coordination
Feature: Active management of Cisco and Solution Support Alliance Partner teams throughout issue resolution, bringing a solution-level perspective
Benefit: Eliminates your need to manage multiple support teams; helps maintain interoperability

No triage required
Feature: Eliminates your need to isolate an issue to a specific product before opening a case
Benefit: Expedites connection to a solution expert

Broad solution view
Feature: We can look beyond your original case for areas to optimize or known issues to course-correct or resolve if an issue is uncovered
Benefit: Helps further minimize IT and business disruption

Retain direct contact with Alliance Partners
Feature: Contact Alliance Partners for their product support, information or guidance as needed on their products
Benefit: Flexibility to interact with the experts you need when you need them

One service, portable coverage
Feature: Purchase includes Cisco Smart Net Total Care® or Software Support Basic; covered products stay covered when deployed in another solution
Benefit: Get a wide variety of features through one service wherever the product is deployed

Predictable costs
Feature: Available on our standardized price list and ordering tools
Benefit: More accurately plan for expansions or new deployments

Next steps

- Get complete service details in the Solution Support coverage catalog

- If you are currently using Cisco product support, upgrade to Solution Support

- If you are purchasing a Cisco solution, opt for this solution-level service

- Visit www.cisco.com/go/solutionsupport to learn more

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