



Cisco Focused Technical Support Services

Cisco High-Touch Technical Support Service

Expedite issue resolution with personalized, priority network support services 24 hours a day, seven days a week.

Service Overview

Network stability and reliability are critical to business success. When implementing advanced technologies or making business changes that instigate network changes, your network operations staff faces new challenges every day in its efforts to deliver consistent service. Whether issues that arise are benign or serious enough to cause an outage, they must be assessed and resolved as quickly as possible. Understanding the effects an incident might have on all the devices and applications running on your network, however, is extremely challenging, especially in large, heterogeneous network environments that support increasingly complex services and applications.

With the Cisco® High-Touch Technical Support Service, you have access to a team of highly skilled, senior-level network specialists who are familiar with your networking environment. Cisco High-Touch Technical Support Service engineers provide the personalized assistance and expertise your business needs, when you need it. Receiving this level of support can help speed issue resolution and minimize network downtime.

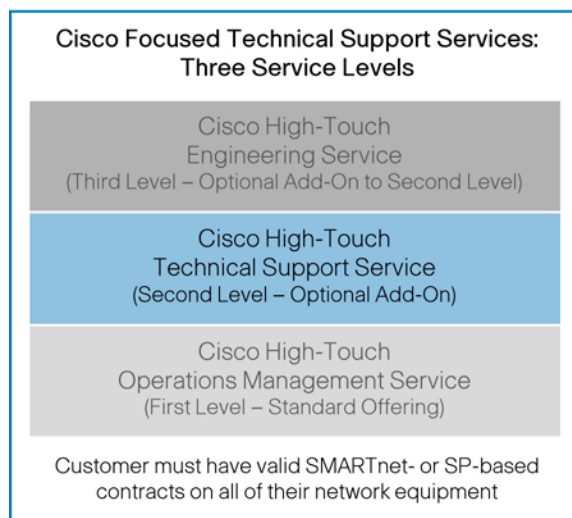
Cisco High-Touch Technical Support Service

The Cisco High-Touch Technical Support Service is a premium service that provides you with priority access to a designated team of Cisco support engineers 24 hours a day, seven days a week.¹ This team is exceptionally skilled at responding to the critical business needs of high-profile organizations and is available only to Cisco High-Touch Technical Support Service customers.

Cisco High-Touch Technical Support Service offers priority access to senior-level network specialists. The end results are:

- A more holistic approach to network maintenance
- Faster resolution of network issues
- Improved availability of your essential business systems

¹ Available with English-language support. For availability of local-language support, consult your service account manager.



The Cisco High-Touch Technical Support team strives to cultivate a close working relationship with you. This relationship helps the team better understand your network's operational procedures, past problems, and present concerns. The team has instant access to your business operations information, which is stored in a customer information database. This information aids your support engineers in resolving your network issues more quickly and more efficiently than other technical assistance support can. The high-touch technical support engineer often works with the same customer on a regular basis

and becomes very knowledgeable about your network and business environment, providing a more personalized and consistent support. (See Table 1.) The end results are faster resolution of network issues, improved availability of your essential business systems, and increased overall productivity.

Table 1. Activities, Deliverables, and Benefits of Cisco High-Touch Technical Support Service

Activities and Deliverables	Benefits
<ul style="list-style-type: none"> • 24-hour access to team of specialized engineers who know your network; local language support available in some regions during business hours; English after hours • Network level support rather than service based on device • Possibility of working with the same engineer(s) on a recurrent basis • Special telephone number for reporting technical issues • Collection and analysis of information about the customer business operation 	<ul style="list-style-type: none"> • Troubleshooting by experts who are familiar with your network for faster issue resolution • More consistent and personalized support • A more holistic approach to network maintenance, expands focus on network infrastructure • Expedited access to Cisco experts, calls are routed directly to a special team of Cisco engineers, as applicable • Network issues are solved quickly and efficiently, and you can focus on day-to-day operations

Availability

The Cisco High-Touch Technical Support Service is available worldwide. To obtain the most current availability status, contact your Cisco service account manager.

Ordering

The Cisco High-Touch Technical Support Service is the second of three service levels included in Cisco Focused Technical Support Services. Each level offers increasingly personalized attention and service. Purchase of the Cisco High-Touch Technical Support Service requires the purchase of the Cisco High-Touch Operations Management Service. A valid Cisco SMARTnet® or Cisco SP Base support contract on all network equipment is required.

Summary

The Cisco High-Touch Technical Support Service delivers the premium, personalized support you need to protect your network and your business. With designated access to expert Cisco engineers familiar with your network environment 24 hours a day, seven days a week, you can expedite issue resolution and increase the availability of your mission-critical business systems.

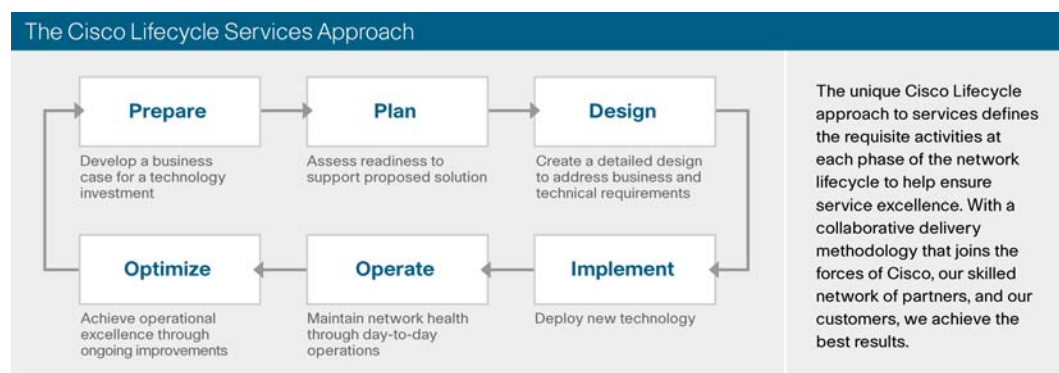
As the second of three service levels included in Cisco Focused Technical Support Services, the Cisco High-Touch Technical Support Service extends the coverage of the previous level, Cisco High-Touch Operations Management Service. Cisco Focused Technical Support Services combine comprehensive management of network issues with designated access to superior Cisco support resources to continually improve operational efficiency, network reliability, and the overall productivity of your business.

Why Cisco Services

Cisco Services make networks, applications, and the people who use them work better together.

Today, the network is a strategic platform in a world that demands better integration between people, information, and ideas. The network works better when services, together with products, create solutions aligned with business needs and opportunities.

The unique Cisco Lifecycle approach to services defines the requisite activities at each phase of the network lifecycle to help ensure service excellence. With a collaborative delivery methodology that joins the forces of Cisco, our skilled network of partners, and our customers, we achieve the best results.



For More Information

For more information about Cisco Focused Technical Support Services or the Cisco High-Touch Technical Support Service, contact your Cisco service account manager.

Cisco Services.
**Making Networks Work
 Better Together.**



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San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV
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