

# Cisco Partner Support Service

## Expand you existing service portfolio

Cisco® Partner Support Service provides technical support capabilities and insights for customer networks that eligible partners can incorporate into partner-branded service offerings, allowing you to differentiate and expand your services business practice, speed time to market, expand revenue and profit potential, and increase customer satisfaction.

The capabilities within Partner Support Service provide you with access to Cisco's foundational support, smart capabilities, and deep knowledge base, which can then be combined with your own resources and unique capabilities. Partner Support Service provides the foundation to cost-effectively develop or enhance personalized solutions with actionable intelligence and proactive support.

Partner Support Service capabilities include:

- Direct partner access to Cisco Technical Assistance Center (TAC)
- Online support resources
- Access to the latest software updates
- Advance hardware replacement
- Contract coverage visibility
- Security and product alerts

## Benefits

- **Differentiate your business** with your own partner-branded service solutions that will help you gain a competitive edge.
- **Grow your business** by deploying advanced technologies and taking advantage of Cisco expertise, smart service innovation, and leading practices to build personalized services that meet customer needs.
- **Increase financial rewards** with new opportunities to generate replicable, scalable solutions with recurring revenue streams and greater profit margins.
- **Deepen trusted advisor relationships** with customers by providing solutions that solve their challenges and mitigate risks.
- **Increase customer satisfaction and loyalty** with proactive problem resolution, greater consistency and accuracy, and actionable insights and recommendations based on network intelligence.

## Call to action

For more information about Partner Support Service, go to [www.cisco.com/go/collaborativepss](http://www.cisco.com/go/collaborativepss) or contact your local Cisco partner services development manager.

## Transforming the delivery of technical support

Partner Support Service's Technical Support capabilities and insights drive smart workflows that help you create incremental services revenue, improve operational support margins, and increase customer loyalty.

- Technical service and incident management – provides access to Cisco expertise to resolve incidents quickly. The Cisco TAC can assist with product use, configuration, and troubleshooting for more complex third level support issues.
- Security and product alerts management – helps proactively identify and manage alerts relevant to the end customer's network reducing network continuity risk.
- Service coverage management – helps quickly and easily ensure critical assets have the necessary support levels to meet your customer's business needs and comply with corporate policies.
- Product lifecycle management – gives you an up-to-date view of your customers' Cisco installed base. This makes it easier to maintain proper device configurations for customers, identify product refresh opportunities, and enables effective customer IT budget planning.