

Firewall Help Desk & Migration Services for Partners

Firewall Help Desk & Migration Services are now available to all Partners Globally. These services are accessible to ensure successful firewall migrations through a 24x5 Help Desk. Services Included are: Configuration migration, Pre-Deployment Consultations & Cut-over Support.

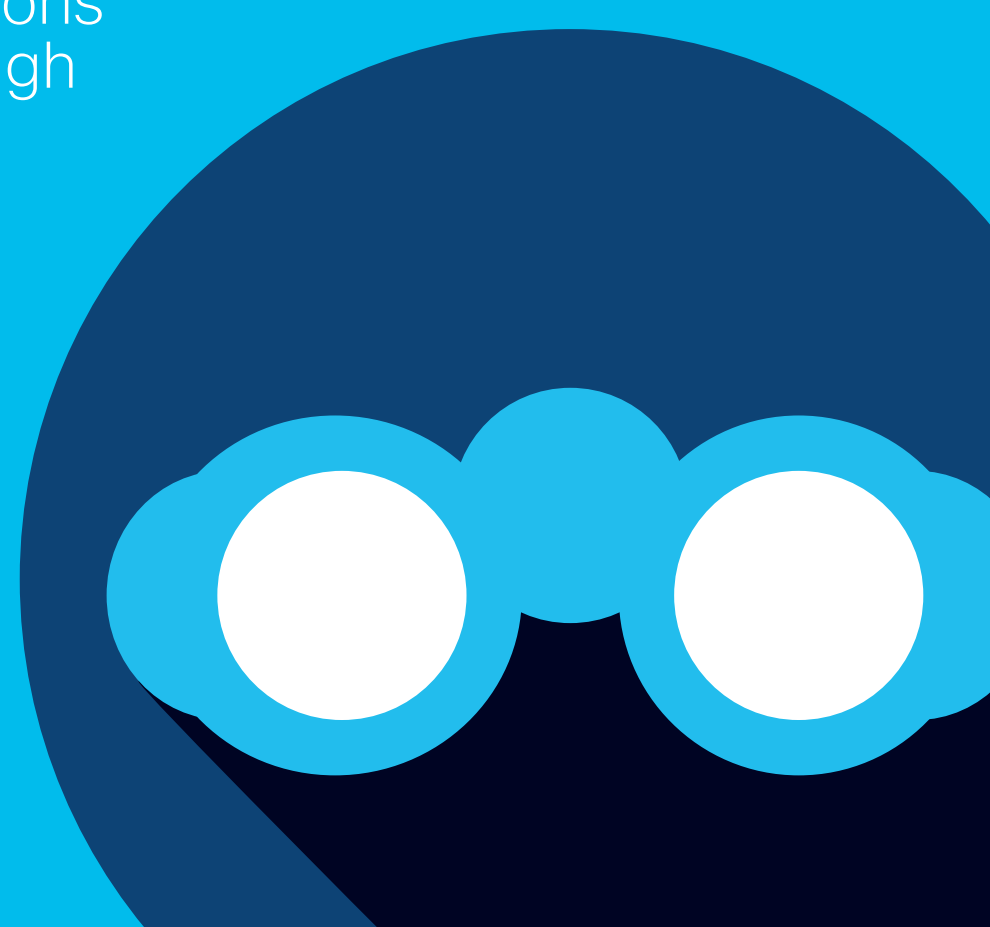


Partner Help Desk Overview

Ensure successful firewall migrations with free services delivered through a 24x5 help-desk with global availability for all partners

- Configuration migration
- Pre-deployment consultation
- Cutover support

Requests submitted by partners through online portal
Technical resources enabled on latest releases and migration best practices



Available Offers

Help Desk Service Offers

Configuration Migration

- Review existing firewall configuration
- Process configuration through the migration tool
- Verify policies and critical services
- Provide migrated configuration to partner

Pre-Deployment Consultation

- Review cutover plan with partner
- Validate process and configuration details
- Suggest best practices for code versions and processes

Cutover Support

- Complete configuration review and migration process prior to cutover
- Provide troubleshooting guidance during cut-over
- Validate migrated configuration with partner

How it Works

Partner Help Desk Process

Day 0	Day 1	Day 2	Day 2-X	Day X
Submission	Preview	Engage	Migrate	Close
Partner completes initial submission and uploads supporting documentation Automatic submission confirmation with escalation details	Help Desk engineer previews request Help Desk engineer reaches back to request/clarify information	Help Desk engineer sets up WebEx with partner engineer (if required) Webex scheduled during window requested by partner during submission	Help Desk engineer fulfills partner service request Engineer captures best practices and build into process for continuous improvement	Help Desk engineer closes case upon confirmation from partner engineer Partner receives survey

How to Submit a Request

Sample Submission

Access the request form:

<https://fwm.cisco.com>

- Select Cisco Firewall Migration Help Desk
- Create Service Request and enter required details



How to Escalate a Case

Help Desk Escalations

- Critical customer engagement
- Help Desk not meeting response expectations
- Escalate case for team lead review
- Email for support

netsec-hd@cisco.com



What is NOT Covered by the Help Desk

Unsupported Help Desk Requests

- Pre-Sales service requests
- Proof-of-Value support requests
- Migration path not supported by available tools
- Delivery time shorter than two business days
- Help Desk at capacity because of large volume of requests