

Cisco HealthPresence Custom Application Support

Service Data Sheet



The Cisco® HealthPresence™ Custom Application Support (CAS) service helps organizations accelerate the business benefits of their Cisco HealthPresence solution so that they can get the most from their technology investment.

Service Overview

Cisco HealthPresence software is at the core of the Cisco HealthPresence solution, enabling remote medical care and maximizing the productivity of your medical professionals. Cisco HealthPresence Custom Application Support (CAS) provides comprehensive coverage for Cisco HealthPresence software, to help you keep this software available, secure, and operating at an optimal performance level. With Cisco HealthPresence Custom Application Support, you have access to Cisco HealthPresence software's latest updates and extensive support resources, helping you maximize business continuity, improve your competitiveness, and make the most of limited resources through increased productivity.

The Cisco Support Experience

Around the clock, 365 days a year, the Cisco support experience provides award-winning service. Focusing on the operate phase of the network lifecycle, Cisco Custom Application Support provides technical services and support, including:

- **Access to software updates:** Cisco provides application software releases to maintain the stability of existing systems and keep networks current on their release level. Workaround solutions or patches for reported application software problems, maintenance releases and application minor releases are available to help you maintain efficient, highly available application performance.

- **Access to Cisco HealthPresence solution engineering team:** Technical assistance provided by Cisco software application experts helps you minimize failures or outages, maximize uptime, and reduce performance incidents, to help keep your business running smoothly. Cisco HealthPresence technical expertise is available to you 24 hours per day, 365 days per year by telephone, email, or the Internet for accurate, rapid diagnosis and resolution of software application issues.

How it Works

Cisco has skilled service teams who specialize in supporting the Cisco HealthPresence software. A single service request logged with Cisco now links these specialized engineers with our traditional Technical Assistance Center teams to deliver a unified response, all focused on your specific needs (Figure 1).

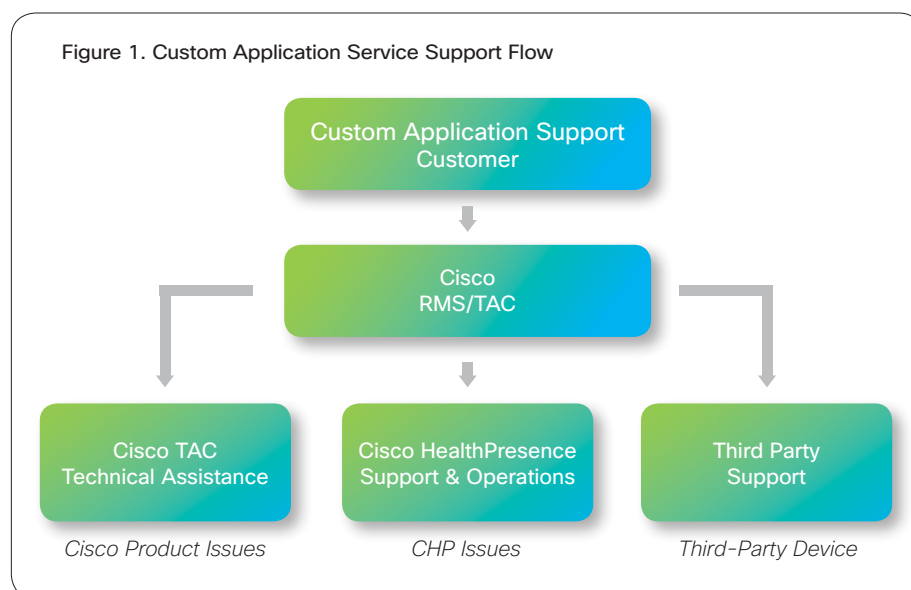


Table 1 lists the features included in Cisco HealthPresence Custom Application Support.

Table 1 Service Coverage Included in Cisco HealthPresence Custom Application Support

Included	Excluded
<ul style="list-style-type: none"> • Unlimited telephone support • Minor HealthPresence release upgrades • Seamless interface with Cisco and partner support organizations • 24/7/365 coverage • HealthPresence bug fixes to restore to original operation 	<ul style="list-style-type: none"> • Upgrades to major releases • Custom HealthPresence code enhancements post-acceptance

Benefits of the Custom Application Support Service

Cisco HealthPresence Custom Application Support helps you protect your investment and improve the performance and availability of your Cisco HealthPresence solution. This service includes 24-hour technical specialized assistance via telephone or web case logging, plus bug fixes and escalation for critical situations.

Cisco HealthPresence Custom Application Support enables you to:

- Improve the availability and performance of Cisco HealthPresence
- Help reduce security, operational, and business risk by keeping Cisco HealthPresence software releases current

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.

Availability and Ordering Information

The Cisco HealthPresence Custom Application Support service is available globally.

For More Information

For more information about the Cisco HealthPresence Custom Application Support service, please send a request to chp_productmgmt@external.cisco.com or contact your Cisco service account manager.

