# Cisco Unified Computing Support and Warranty Services

*The Cisco Unified Computing System provides the foundation for a broad spectrum of virtualization initiatives that can reduce equipment and operating expenses, consolidate resources, and automate data center processes.*

## Maintain Optimal Uptime and Availability

The more benefits you realize from the Cisco Unified Computing System™, the more important the technology becomes to your business. If an issue arises, you want support from dedicated specialists who have in-depth expertise in virtualized data center environments, server hardware and software, and unified computing technology. You can be confident that you are covered with Cisco® Unified Computing Support and Warranty Services.

The Cisco Unified Computing System (UCS) B-Series Blade Servers and C-Series Rack-Mount Servers are backed by a warranty that includes three-year parts coverage and next business day (NBD) onsite parts replacement eight hours a day, five days a week. Onsite part arrival times may vary based on location. The Cisco UCS warranty includes a 90-day software warranty on media. Ongoing downloads of BIOS, firmware, drivers, and Cisco Unified Computing System Manager (UCSM) updates are also included. The Cisco UCSM updates include minor enhancements and bug fixes that are designed to maintain the compliance of Cisco UCSM with published specifications, release notes, and compliance with industry standards.

Augmenting the Cisco Unified Computing System warranty, Cisco's award-winning support and warranty services help you increase uptime, quickly resolve issues, and get the most from your unified computing investment. Cisco Unified Computing Support and Warranty Services include:

- Unified Computing Warranty Plus
- Unified Computing Support Service
- Unified Computing Mission Critical Support Service

## Unified Computing Warranty Plus

For faster parts replacement than is provided with the standard Cisco Unified Computing System warranty, you can purchase the Cisco Unified Computing Warranty Plus. You can choose from several levels of advanced parts replacement coverage, including onsite parts availability in as little as two hours. Onsite part arrival times may vary based on location. Warranty Plus provides anytime, remote

access to Cisco support professionals, who can determine if a return materials authorization (RMA) is required. Many IT organizations find that this is the right level of support for a preproduction pilot or lab testing of their Cisco UCS solution.

## Unified Computing Support Service

For support of your entire Cisco Unified Computing System, Cisco offers the Cisco Unified Computing Support Service. This service provides expert software and hardware support to help you sustain performance and high availability of your unified computing environment. In addition to all of the Warranty Plus features, you have access to the award-winning Cisco Technical Assistance Center (TAC) around the clock, from anywhere in the world. As a part of this service, Cisco will assist in issues involving third-party software that has been certified for use on the Cisco Unified Computing System. Purchase of third-party software requires Independent Software Vendor Application Services (ISV1) Support. ISV1 support provides assistance 24 hours a day, 7 days a week. Our support engineers have a wide range of industry certifications, including VMware, Red Hat, Novell, and Microsoft certifications. As a result, Cisco engineers help you resolve identifiable and reproducible problems, using established escalation management procedures to enlist specialized expertise from Cisco and selected third parties where necessary. For Cisco UCS servers under Cisco Unified Computing System Manager (UCSM), you get Smart Call Home, which provides proactive, embedded diagnostics and real-time alerts. For systems that include Cisco UCSM, the support service includes downloads of Cisco Unified Computing System Manager upgrades, which might require appropriate software licensing. The Unified Computing Support Service includes flexible advance hardware replacement options, including two hour part arrival. You can also access Cisco's extensive online technical resources to help you maintain optimal efficiency and uptime of your unified computing environment.

## Unified Computing Mission Critical Support Service

If you are operating critical business applications within the unified computing environment, we offer the Cisco Unified Computing Mission Critical Support Service. This service helps you protect your business operations by maintaining the stability and availability of your business-critical unified computing environment, while helping you to realize the full value of your investment. The Mission Critical Support Service is Cisco's highest level of support for the Cisco Unified Computing System and provides personalized technical account management, expedited technical support, and expert field support engineering, in addition to all of the Cisco Unified Computing Support Service features.

The Cisco Mission Critical Support Service provides a designated technical account manager (TAM), who acts as a strategic resource to help assure your unified computing environment runs at peak efficiency, while adhering to your business computing strategy and requirements. Should a problem arise that threatens business continuity, the TAM provides crisis management leadership, and your IT staff gets expedited access to the award-winning Cisco TAC. If you need expert field support to implement proactive and remedial changes, the field support engineering option provides an engineer with deep technical expertise who implements changes remotely or onsite. When your unified computing environment is crucial to your business, the Cisco Unified Computing Mission Critical Support Service provides the personalized, expert technical support you need to accelerate problem remediation and help minimize downtime.

Table 1 summarizes the Unified Computing Support and Warranty Services features and benefits.

**Table 1.**     Cisco Unified Computing Support and Warranty Services Features and Benefits

| Features | Benefits |
|---|---|
| **Unified Computing Warranty**<br>• Three-year parts coverage<br>• NBD onsite parts replacement eight hours a day, five days a week<br>• 90-day software warranty on media<br>• Worldwide remote access to Cisco 24 hours a day, seven days a week to determine if RMA is required<br>• Downloads of BIOS, drivers, and firmware updates<br>• Cisco UCSM updates for systems with Cisco Unified Computing System Manager.<br>• On demand access to the extensive Cisco.com online knowledge base, resources, and tools | • Reliable parts coverage for non-critical implementations<br>• Timely onsite and online support availability |
| **Unified Computing Warranty Plus**<br>• Flexible, advance hardware replacement options:<br>  ◦ Parts delivered NBD eight hours a day, five days a week<br>  ◦ Parts delivered within four hours, eight hours a day, five days a week<br>  ◦ Parts delivered within four hours, 24 hours a day, seven days a week<br>  ◦ Parts delivered within two hours, 24 hours a day, seven days a week<br>• Options for faster onsite parts replacement<br>• Worldwide remote access to Cisco 24 hours a day, seven days a week to determine if RMA is required<br>• All Warranty features | • Peace of mind that your hardware will be delivered quickly<br>• Fast, accurate onsite hardware replacement from a Cisco field engineer<br>• Increased availability of unified computing resources and infrastructure<br>• Faster improved delivery time for onsite parts replacement |
| **Unified Computing Support Service**<br>• Global access to Cisco TAC 24 hours a day, seven days a week<br>• Software and hardware support for the entire system<br>• Software support includes:<br>  ◦ Downloads of Cisco UCSM upgrades for systems with Cisco Unified Computing System Manager; might require appropriate software licensing<br>  ◦ Triage support for third-party software that is part of Cisco UCS solution defined by Cisco but not purchased from Cisco<br>  ◦ If third-party software is purchased from Cisco, Independent Software Vendor Application Services (ISV1) Support is required and provided 24 hours a day, seven days a week<br>• Smart Call Home<br>  ◦ Proactive diagnostics using embedded Call Home technology that continuously monitors Cisco UCS health<br>  ◦ Real-time alerts of potential issues<br>  ◦ For specific alerts, automatically generates service requests for severe problems<br>  ◦ Available for Cisco UCS servers managed by UCSM<br>• On demand access to the extensive Cisco.com online knowledge base, resources, and tools<br>• All Unified Computing Warranty Plus features | • Improved uptime and performance of your Cisco Unified Computing System through anytime access to vital technical support and resources<br>• Expert assistance from skilled support engineers with extensive training in complex, virtualized environments and the Cisco Unified Computing System<br>• Ability to maintain strong system security and the latest feature set through ongoing software updates<br>• Ability to proactively identify and diagnose hardware issues before they affect critical applications<br>• Fast, accurate onsite system repair from onsite unified computing engineer. Access to Cisco expert resources for assistance with issues of third-party software integration<br>• Direct Cisco support for third-party software purchased from Cisco and supported under an ISV1 support contract |

| Features | Benefits |
|---|---|
| **Unified Computing MissionCritical Support Service:**<br><br>• Personalized Technical Account Management<br>  ◦ Assigned technical account manager (TAM) is accountable for Cisco UCS technical support<br>  ◦ TAM understands your business, Cisco UCS, and IT trends<br>  ◦ Assesses Cisco UCS technical needs, including support plan, comprehensive health check, and critical software patch-level assessment<br>  ◦ Recommends technical changes thatcan be implemented by your IT staff or Cisco field support engineer (FSE)<br>  ◦ Provides crisis management leadership<br>    – Coordinates activities with third-party Cisco UCS vendors<br>    – Can submit Cisco service requests<br>    – Helps accelerate problem remediation and resolution<br>  ◦ Transfers knowledge<br>    – IT staff builds expertise in Cisco UCS working with TAM<br>    – Staff has full access to Cisco's extensive online resources<br>  ◦ Provides executive-level guidance through quarterly business review (QBR) and informal executive dialogues<br>• Expedited Technical Support<br>  ◦ Accelerates problem remediation<br>  ◦ Response time in 30 minutes or less for severe problems<br>  ◦ Direct access to Cisco level 2 support engineers<br>  ◦ Global, around-the-clock support to award-winning TAC<br>  ◦ Includes software and hardware support, proactive diagnostics and real-time alerts, and onsite engineer and hardwarein as little as two hours<br>• Expert Field Support Engineering Option<br>  ◦ Field support engineer implements proactive and remedial changes<br>    – Remotely and onsite<br>    – Based on direction from you through the TAM<br>  ◦ FSE has extensive Cisco UCS and data center experience<br>  ◦ Informally transfers deep technical knowledge to your IT staff<br>• All Cisco Unified Computing Support Service features | • Fast resolution of issues through immediate access to a high-level support team that already knows your environment and has extensive experience in complex data center implementations<br><br>• Enhanced operational support through a Cisco technical account manager who manages all your service requests and provides recommendations to improve efficiency and avoid future issues<br><br>• Improved uptime and performance of mission-critical unified computing resources through anytime access to vital technical support and resources<br><br>• Ability to proactively identify and diagnose hardware issues before they affect critical applications<br><br>• Maintenance of strong system security and the latest feature set through ongoing software updates<br><br>• Easy support contract management with the ability to cover unified computing hardware, operating systems, and virtualization software with a single contract<br><br>• Fast, accurate onsite system repair and technical support from expert unified computing engineer |

## Benefits

Cisco Unified Computing Support and Warranty Services help you to increase the availability of your vital data center resources and realize the most value from your unified computing investment. These services help you:

- Optimize the uptime, performance, and efficiency of your Cisco Unified Computing System

- Protect your vital business applications and resources by rapidly identifying and addressing issues

- Strengthen in-house expertise through knowledge transfer and mentoring

- Improve operational efficiency by allowing Cisco Unified Computing System experts to augment your internal staff resources

- Improve business agility by diagnosing potential issues before they affect your operations

## Why Cisco Data Center Services?

Today, the data center is a strategic asset in a world that demands better integration among people, information, and ideas. Your business and your data center work better when technology products and services are aligned with your business needs and opportunities. Cisco and our industry-leading partners deliver intelligent, personalized services that accelerate the transformation of your data center. Using a unified view of data center assets, Cisco takes an architectural approach to help you efficiently consolidate, virtualize, and manage data center resources. Cisco Data Center Services help transform, optimize, and protect your data center to reduce costs, deliver high availability, and improve application performance.

## Availability

Cisco Unified Computing Support and Warranty Services are widely available. Check with your local Cisco representative for availability in your area.

## For More Information

For more information about Cisco Unified Computing Services, visit www.cisco.com/go/unifiedcomputingservices.

To learn more about our comprehensive portfolio of Cisco Data Center Services, visit www.cisco.com/go/dcservices or contact your Cisco service account manager.

Cisco services. smarter *together*

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Cisco Systems, Inc.
San Jose, CA

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

**Europe Headquarters**
Cisco Systems International BV Amsterdam,
The Netherlands

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