Cisco Mission Critical Support Service

The Cisco® Mission Critical Support Service includes:

- Technical account management providing personalized, high-touch support
- Accelerated access to senior-level engineers on first call
- Expert field engineering support

Minimize Downtime and Help Prevent Unexpected Interruptions to Critical Business Application Availability

When Minutes Matter

Global organizations today rely on business applications and services supplied by the data center to drive their businesses and provide business value to their customers 24x7.

Given this role, the data center has become a significant resource that must be protected against unexpected downtime or any issue that affects its ability to drive the business. The consequences of downtime to the business, such as lost productivity, revenue, and service reputation, increase dramatically as data centers grow in size and complexity and become more difficult to manage. In addition, as data centers evolve, any changes to their environments must be carefully developed, planned, and implemented.

As a result, IT departments are under intense pressure to avoid disruptions and downtime and assure the continuous availability of critical business resources, applications, and services. To achieve this high availability, data center managers need to develop a strategy and plan to proactively identify potential technical issues, as well as prepare to respond quickly and effectively when problems arise. The utilization of a highly experienced and trusted partner with a solid understanding of your business goals, operations, and mission-critical environment can help to avoid and minimize downtime. In addition, this partnership can assist you in preparing for data center changes, technology shifts, and the introduction of innovative technologies.

High-Touch, Proactive Support for Your Data Center

The Cisco Mission Critical Support Service minimizes downtime and helps prevent unexpected interruptions in your data center environment with personalized, high-touch support and expedited access to Cisco experts familiar with your business environment.

Mission Critical Support Service provides a designated Cisco technical account manager (TAM) who works closely with your data center manager to fully understand your business priorities and mission-critical environment. The TAM helps you develop the right strategy and plan that anticipate potential issues, as well as accelerate your time to resolution for any incidents that do occur. Your TAM advises and works with you on changes to your data center environment, helps you meet your business and technical objectives, and delivers overall business value.

The service also provides expedited access to Cisco senior field support engineers, who, with detailed technical information about your mission-critical environment provided by the TAM, work to resolve any service issues as quickly as possible.

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The Cisco Mission Critical Support Service includes the following activities:

- **Support plan:** With a deep understanding of your business priorities and mission-critical environment, the TAM works with you to develop a strategy and support plan customized to your needs. The support plan captures your specific goals and objectives, as well as activities to achieve these goals. The support plan outlines, at a high level, your engagement with the TAM.

- **Health checks:** The TAM performs a comprehensive health check of your mission-critical environment that includes a topology map, fabric asset report, and fabric-critical notification report.

- **Problem resolution:** The TAM facilitates problem resolution case management on a reactive basis for technical issues reported to Cisco, including select third parties as enabled by the customer, and helps determine if the appropriate technical resources are being applied to accelerate the time to resolution.

- **Communications, reporting, and training:** The TAM hosts regular conference calls to discuss operational issues, track open cases, and delivers reports on the uptime of Cisco equipment, any incidents of support that were required and their time to resolution, information about Cisco's future products for the data center, and coordination of training in areas where you require further information and expertise.

Benefits

The Cisco Mission Critical Support Service helps provide the business-critical support strategies of Cisco customers whose businesses require minimal downtime, technical support management, and fast problem recovery. The Cisco Mission Critical Support Service helps you to:

- Proactively protect your business operations and service reputation from unexpected interruptions
- Enable quick and effective support specific to your unique environment
- Accelerate problem resolution with expedited access to diverse and deep expertise
- Maximize the full value of your IT data center investment with minimal downtime

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 unique, network-based perspective and 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.

To Find Out More

The Cisco Mission Critical Support Service is globally available. For further information, contact an authorized partner or your local Cisco account manager.

For more information about the Cisco Mission Critical Support Service, as well as the broad array of Cisco services for the data center, contact your local Cisco account manager or visit http://www.cisco.com/en/US/products/ps10366/serv_home.html.

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