



Enable customers to maximize uptime, increase performance, and get the most out of their Cisco® Application Centric Infrastructure (ACI) with Cisco Solution Support for ACI. This Cisco branded service provides centralized coordination across multiple vendors. Cross-domain expertise from TAC engineers reduces time and effort to resolve even the most complex issues by an average of 41 percent.


How It Works




Customer purchases this Cisco branded service through you. Solution Support is required for customers deploying a Cisco Application Policy Infrastructure Controller (APIC).




If the customer experiences an issue with its ACI solution, the customer contacts Cisco Solution Support at our [toll-free number](#) or through the [online case tool](#).



A Cisco ACI expert assesses the issue and determines the right course of action: immediate resolution or engaging one or more product support teams.



Cisco coordinates product support teams and ACI third-party vendors as needed to manage issue resolution.




Cisco stays with the customer until the issue is resolved.


Note: Customers must have maintenance contracts for all Cisco and third-party products in their ACI infrastructure.

Why Sell Cisco Solution Support?


Position yourself as the single source for infrastructure, applications, and holistic, solution-level support. The customer does not need to determine which vendor owns the issue; just one call, and the case is managed in one place.




Promote customer satisfaction and confidence, and future sales, by helping customers realize the promised benefits of their Cisco ACI infrastructure solution.



Achieve premium service rebates on eligible bookings by selling a higher value service combining product and solution-level support.



Target Customers



Are migrating to Cisco Application Centric Infrastructure and are interested in outcome-focused, success-oriented support.

Are starting small but plan to scale their solution.


Have an IT team that is not yet experienced with the new technologies in their solution.

Cannot afford any downtime; need to solve problems quickly.

Selling the Right Level of Service

	Cisco Solution Support Plus for ACI	Cisco Solution Support for ACI	Cisco Solution Support Express for ACI
Sell to customers who are	<ul style="list-style-type: none">Virtualizing entire infrastructureUsing full functionality of the APIC controller across entire ACI ecosystemUsing northbound and southbound APIs and Cisco OpFlex™ products	<ul style="list-style-type: none">Virtualizing networksUsing the APIC to manage Layer 4-7 services	<ul style="list-style-type: none">Using some features of APIC to manage Cisco Nexus® 9000 Series Leaf and Spine switches as Layer 2-3 fabric switchesUsing networking devices not recognized by the APIC
Sell to customers with these products	<ul style="list-style-type: none">Cisco APIC clusters and individual APIC serversCisco Nexus 9300 platform Leaf switchesCisco Nexus 9500 Spine switchesStandalone Cisco Nexus 9000 switches with plans to migrate to ACI	<ul style="list-style-type: none">Cisco APIC clusters and individual APIC serversCisco Nexus 9300 platform Leaf switchesCisco Nexus 9500 Spine switchesStandalone Cisco Nexus 9000 switches with plans to migrate to ACI	<ul style="list-style-type: none">Cisco APIC clusters and individual APIC serversCisco Nexus 9300 platform Leaf switchesCisco Nexus 9500 Spine switchesUsing Cisco Nexus 9000 switches only as Layer 2 fabric switch
Offer these capabilities	<ul style="list-style-type: none">Product support for Cisco ACI fabric productsInteroperability troubleshootingIsolation and case management for issues relating to Layer 4-7 services provided by third-party Cisco ACI vendorsIsolation and case management for all Cisco ACI ecosystem functions (such as automation, orchestration, virtualization, system monitoring, and hypervisor support)	<ul style="list-style-type: none">Product support for Cisco ACI fabric productsInteroperability troubleshootingIsolation and case management for issues relating to Layer 4-7 services provided by third-party Cisco ACI vendors	<ul style="list-style-type: none">Product support for Cisco ACI fabric products
With these service levels	<p>Remote or onsite:</p> <ul style="list-style-type: none">8x5xNBD8x5x4hr24x7x4hr24x7x2hr	<p>Remote or onsite:</p> <ul style="list-style-type: none">8x5xNBD8x5x4hr24x7x4hr24x7x2hr	<p>Remote or onsite:</p> <ul style="list-style-type: none">8x5xNBD8x5x4hr24x7x4hr24x7x2hr

Why Customers Need Cisco Solution Support




System problems inevitably arise within solutions, disrupting business operations and affecting employee productivity. To give customers the highest availability and performance of multivendor systems and solutions, Cisco Solution Support provides a single point of contact for the entire solution, one who can provide knowledgeable technical support and coordinated problem resolution, including third-party products within the solution.


Solution Support for ACI Pricing

Pricing is defined on price lists and Cisco Commerce Workspace for point of sale and in Cisco Services Contract Center for renewals. Solution Support (SSPT) for ACI, SSPT Plus for ACI, and SSPT Express for ACI each have different price levels based on the scope of services deliverables and service levels. Refer to the Cisco Solution Support for Cisco Application Centric Infrastructure Partner Ordering Guide for details.


[Contact us](#) for help quoting Solution Support for ACI.




Learn More About Cisco Solution Support




Review [Solution Support for ACI partner collateral](#).



Review the customer-facing [Solution Support for ACI At-a-Glance and Service Overview](#).



Become familiar with [Cisco third-party ACI vendors](#).



[Contact Cisco](#) if you or your customer are interested and ready to collaborate on a case study for Solution Support for ACI.

Have Questions?

Contact the [Solution Support Sales Help Desk](#).