# Cisco Solution Support for Big Data

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Cisco<sup>®</sup> Solution Support for Big Data provides Cisco expert engineers who manage resolution for any issue with any vendor in big data reference architectures or Cisco Validated Designs. Inclusive of Cisco hardware or software and solution-level support, Cisco Solution Support offers one service delivering cross-domain expertise and centralized vendor coordination. Measurably reducing average time to complex issue resolution (13 days versus 22 days using standard product support only<sup>\*</sup>), this service can increase uptime and performance, helping your customers get the most out of their technology investment.

\*Source: 2015 Cisco internal study

#### How It Works

\$ The customer purchases Cisco Solution Support through you.
If an issue occurs with the Cisco big data solution, then you or the customer contacts Cisco Solution Support at our <u>toll-free number</u> or through the <u>online case tool</u> .
A Cisco big data expert assesses the issue and determines the right course of action: immediate resolution or engaging one or more product support teams.
Cisco coordinates with the product support teams as needed to manage issue resolution.
Cisco stays with the customer until the issue is resolved.
Note: Quatamore must have product support contracto for any solution technology partner produ

**Note:** Customers must have product support contracts for any solution technology partner products residing in their Cisco big data infrastructure.

### Why Sell Cisco Solution Support?

Close higher value multivendor solution deals by offering the solution-level support customers expect for their multivendor ecosystems.	
Increase deal sizes by upselling from Cisco SMARTnet <sup>®</sup> Service to Cisco Solution Support, both on renewals and to new customers.	
Achieve premium service rebates on eligible bookings.	
Sell the support customers expect for multivendor solutions on day one without the investment of building your own service.	
Increase customer satisfaction with the Cisco solutions you sell: we focus on support, so you can focus on your next sale.	



#### **Target Customers**

Deploying Cisco big data and Cisco Unified Computing System™ (Cisco UCS®) integrated infrastructure components

Deploying Cloudera, HortonWorks, MapR, or Actian software in their data center

Lack in-house expertise in technologies that are part of their big data solution

Have low IT team bandwidth to support the solution

Cannot afford downtime; need to solve problems quickly

#### Support Coverage

Cisco Solution Support for Big Data provides expertise and coordinated support for big data solutions that include, but are not limited to:

- Cisco UCS integrated infrastructure components
- Cloudera software
- HortonWorks software
- MapR software
- Actian software

Note: Refer to the *<u>Cisco Solution Support for Big Data Service Definition</u> for the full scope of the service.* 

#### Why Cisco Solution Support?



Most big data solutions address complex needs and involve multiple technology vendors. Supporting a big data deployment can be disruptive and time consuming. To provide the highest availability and performance of your customers' multivendor systems and solutions Cisco Solution Support provides a primary point of contact and accountability for the entire solution, one who can provide knowledgeable technical support and coordinated resolution for complex issues, including solution technology partner products within the solution.

#### Solution Support for Big Data Ordering and Pricing

The cost of Cisco Solution Support includes the price of Cisco product support when purchased for each Cisco hardware and software component in the covered solution. The price for Cisco hardware support will vary depending on the level of SMARTnet service ordered for each component. Product support from solution technology partners within the covered Cisco solution is required.

Order Cisco Solution Support using <u>Cisco Commerce Workspace</u> or <u>Cisco Services Contract</u>. <u>Center</u>. Contact your Cisco Partner Service Development Manager for more details. S

Contact us for help quoting Solution Support for Big Data.

#### Learn More About Cisco Solution Support

Review partner collateral for Cisco Solution Support for Big Data.

Review the <u>Cisco Solution Support for Big Data Partner At-a-Glance</u> and the <u>Cisco</u> <u>Solution Support for Big Data Partner FAQ</u>.

Contact the <u>*Cisco Solution Support team*</u> if you or your customer are interested and ready to collaborate on a case study.

To open a customer support case with the Cisco TAC, visit the <u>Cisco Worldwide</u> <u>Contacts site</u>.

#### Need Help?

#### Contact the Solution Support Sales Help Desk.

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