



Enable customers to maintain business continuity in their multi-vendor, business-critical data center with Cisco® Data Center Solution Support for Critical Infrastructure. This Cisco branded service provides access 24 hours a day, 7 days a week to data center experts for triage and fault isolation at the overarching infrastructure level. The combination of centralized coordination and escalation across multiple vendors for any Cisco validated or nonvalidated data center solution and 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.




If the customer experiences an issue with its CI solution, the customer or service entitled partner contacts Cisco Solution Support at our toll-free number or through the online case tool.



A Cisco data center 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 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 data center infrastructure.

Why Sell Cisco Solution Support?


Position yourself as the single source for infrastructure 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, confidence, and future sales by helping customers realize the promised benefits of their data center solution.



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



Target Customers



Are deploying datacenter and cloud infrastructures using Cisco compute and networking technologies:

Service providers

Enterprises

Banking, insurance, public sector, and retail industries

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

Have low IT team bandwidth to support the solution.

Cannot afford any downtime; need to solve problems quickly.

Supported Solutions

Cisco Data Center Solution Support Service for CI provides expertise and a coordinated support experience for data center infrastructures built around Cisco UCS® and DC networking products, including, but not limited to:

FlexPod

Cisco UCS OpenStack

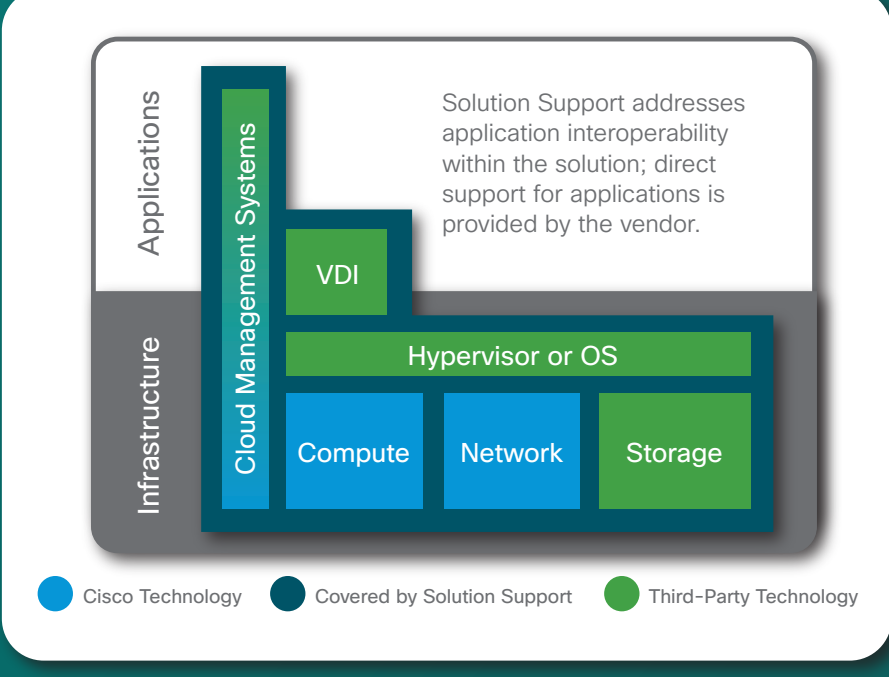
VersaStack

VSPEX

VMDC or IaaS CVDs


Base coverage includes products from Citrix, EMC, F5, HDS, IBM, Microsoft, NetApp, Nimble, Red Hat, SUSE, VMware and others.

Figure 1. Coverage Areas for Cisco Data Center Solution Support Service for Critical Infrastructure



Note: Refer to the [Solution Support for Critical Infrastructure Service Definition](#) for the full scope of the service offerings.


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 CI Ordering and Pricing

The cost of Cisco Solution Support is included in the price of product support for each Cisco hardware and software component in the covered solution. The price varies depending on the level of SMARTnet support ordered for each component. Refer to the Cisco Data Center Solution Support Service for Critical Infrastructure Pricing Guide and the Ordering Cisco Datacenter Solution Support Services for Critical Infrastructure Guide for details.



Contact us for help quoting Solution Support for CI.


Learn More About Cisco Solution Support



Review Solution Support for CI partner collateral.



Review the customer-facing Solution Support for CI At-a-Glance.



Contact Cisco if you or your customer are interested and ready to collaborate on a case study for Solution Support for CI.

Have Questions?

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