

Cisco Allied Services



Cisco® Allied Services include:

- Priority access to Cisco solution experts qualified to troubleshoot and drive resolution of all field issues, including third-party products in the solution
- Coordination and delivery of issue resolution between Cisco and solution technology partner support teams
- A single point of contact to initiate and manage support

Manage Complexity and Simplify Solution Support in Multivendor Environments for Your Cisco Validated Designs

Simplify Support Across Your Entire Solution

Businesses today are migrating or preparing to migrate to new, virtualized solutions and infrastructures characterized by multiple technologies and products from numerous providers. Their challenge is making sure of the highest availability and performance of these multivendor systems and solutions, as well as managing the coordination of issue resolution among the vendors supplying products for the solution.

As problems arise that could disrupt business operations and affect employee productivity, IT teams want a single point of contact for the entire solution with expedited, knowledgeable technical support and coordinated problem resolution, including third-party products within the solution.

Delivering an Umbrella of Support for Multivendor Solutions

IT organizations tasked with making sure of the availability and high performance of solutions such as the Cisco Virtualization Experience Infrastructure (VXI) need validated designs and support capabilities that include firsthand knowledge of the solution and the ability to manage issue resolution among the Cisco solution technology partners involved in the solution.

Cisco has developed and tested Cisco VXI and Virtual Desktop Infrastructure (VDI) solutions with industry-leading solution technology partners including Citrix, EMC, NetApp, VMware, and others. These solution designs, called Cisco Validated Designs (CVDs), document and demonstrate interoperability between solution elements and provide solution validation to enable safer, more predictable implementations.

Cisco Validated Designs

Systems and Solutions That Are Designed, Tested, and Documented to Facilitate and Improve Customer Deployments

Cisco Validated Designs incorporate a wide range of technologies and products from Cisco and its technology partners into a portfolio of reference architectures that have been developed to address the business needs of our enterprise, service provider, and commercial customers.

Working together with you and our industry-leading partners, Cisco Services provide the leading practices, expertise, and skill sets needed to accelerate deployment of validated designs in your specific environment.

Cisco Allied Services provide customers with a single point of contact to manage issues that might arise within their solution. For example, with Allied Services for VXI, you get access to Cisco cross-domain experts, who are trained in third-party products that are part of the VDI/VXI infrastructure and are qualified to troubleshoot and drive resolution of issues. As a result, the customer's IT department can rely on Cisco for solution expertise and issue resolution, making sure of maximum solution uptime and employee productivity.

Allied Services provide a Cisco umbrella of support over the entire solution to complement Cisco and Cisco solution technology partner product support through a higher level "solution support service."

Cisco Allied Services

Cisco Allied Services supplement product-level support for all elements in the Cisco Validated Design solution. This service is available where all products in the customer's CVD solution are supported through a minimum of core product-level support services, such as Cisco SMARTnet[®] Service, Essential Operate Services, Software Application Support, and Unified Computing Support Services as applicable.

Cisco Allied Services offload the task of coordinating complex issue isolation and resolution by providing a single point of contact to any support request within the CVD-covered solution. The customer may call Cisco for any issue within the solution, and, as long as the customer maintains product support on all covered elements, Cisco will work to resolve the issue regardless of which Cisco or solution technology partner products are involved.

After a case is opened, the Allied Services team works to quickly isolate and resolve the issue. If the team cannot directly resolve the issue, the team will identify the products or product groups involved in the issue and then coordinate and work with the product-specific support teams to drive issue resolution within the design of the solution.

Benefits

Cisco Allied Services meet the business-critical support needs of customers with a supported Cisco Validated Design within complex environments served by Cisco and multiple technology partners.

Cisco Allied Services help you to:

- Gain priority access to technology solution experts
- Accelerate resolution of solution-level issues across your entire design
- Increase the performance of IT operations
- Maximize the uptime of the applications supported within the solution environment
- Realize the full value of your technology and Cisco Validated Design investments

Cisco Expertise

Cisco uses best practices and proven methodologies to help you quickly and efficiently support and maintain a high-performance, resilient, and scalable physical or virtualized architecture for your business.

Cisco Allied Services is delivered by Cisco experts who hold a wide array of industry certifications and are subject matter experts in business and technology architectures. Cisco experts have direct experience in planning, designing, and supporting solutions.

As a result of this expertise range, Cisco experts can help you resolve supported solution issues, using direct solution knowledge and established escalation management procedures to enlist specialized expertise from Cisco and its solution technology partners.

Cisco supported solution, product, and technology expertise is continually enhanced by hands-on experience with real-life systems and broad exposure to the latest technology and implementations.

Why Cisco Services?

Realize the full business value of your technology investments with smart, personalized services from Cisco and our partners. Backed by deep networking expertise and a broad ecosystem of partners, Cisco Services enable you to successfully plan, build, and run your network as a powerful business platform. Whether you are looking to quickly seize new opportunities to meet rising customer expectations, improve operational efficiency to lower costs, mitigate risk, or accelerate growth, we have a service that can help you. For information about Cisco Technical Services, visit www.cisco.com/go/ts.

Service Availability

Cisco Allied Services for VXI are offered on an annual subscription basis. Contact your local Cisco account manager about availability in your area.

To Find Out More

For more information about Cisco Allied Services for VXI, contact your local Cisco account manager or visit www.cisco.com/en/US/products/ps11235/services_segment_service_home.html.

For more information about the Cisco Validated Design Program, visit www.cisco.com/go/cvd.



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