

# THE RIGHT **TECHNICAL SERVICE** FOR CISCO SOLUTION ENVIRONMENTS



Primary Point of  
Contact



Solution  
Expertise



Coordinates Product  
Support Teams



Accountable for  
Case Resolution

## Focus On Your Business, Leave *Complex Issue Resolution* to Us

Enterprises are building solutions with a choice of vendors and products to reach their IT and business goals. They are working with 10 to 20 vendors on average, and even more products—especially with the increased use of converged infrastructures and cloud models. How many are you working with today within even one solution?

With customized solutions as the new normal, customers told us they needed a new support model. One that focuses not on individual products, but on their solution as a whole. And that they wanted a central contact point, making it simple to open a case and get any issue with any product within their solution environment resolved.



Gold Certified

## Expert, Centralized Support for Your Solution Environment

Get the right technical service for your solution deployment with DynTek's Cisco Solution Support. Cisco offers solution expertise and accountability for centralized issue management and resolution across their products and those of their solution partners.

## Resolve Issues Quickly

Product support is ideal when an individual component needs attention. But if an issue involves multiple products, it must be isolated and resolved without impacting other areas of an ecosystem.

In a Cisco study of 10,000 support cases, Cisco Solution Support resolved complex solution issues on average 43% more quickly than product support<sup>1</sup>. This helps you maintain solution performance and reliability, scale your solution more quickly while maintaining operational performance, and maximize ROI.

<sup>1</sup>December 2016 Cisco internal study of 10,000 support cases.



# FEATURES & BENEFITS

- ✓ **Primary Point of Contact:**  
Cisco solution experts are accountable for resolving your issue no matter where it resides, for continuity of service from first call until resolution.
- ✓ **Solution Expertise:**  
Our deep knowledge about how your solution works as a whole means we often resolve issues immediately, helping minimize disruption.
- ✓ **Product Support Team Coordination:**  
Our seamless collaboration with Cisco TAC, strong relationships with solution partners, and global experience with solving solution-level issues means we can effectively manage support to best resolve your case.
- ✓ **Fast Response & Resolution:**  
Priority service levels connect you to solution experts who resolve complex issues on average 43 percent more quickly than product support alone.
- ✓ **Open Door Policy:**  
Initiate a case even if you're not sure you have an issue. There's no need to diagnose or isolate your problem before contacting our solution experts.
- ✓ **Proactive Approach:**  
We look beyond the scope of your case to identify any potential issues, helping minimize or eliminate business disruption and maintain solution performance and reliability.
- ✓ **Broad Availability:**  
Available for our Collaboration, Data Center, IoT, Networking or Security solutions, giving you the flexibility to define your solution and get the right kind of support for it.
- ✓ **One Service, Deep Coverage:**  
Get solution-level support and Cisco product support in one service that's easy to order and renew.
- ✓ **Reliable Cost of Expansion:**  
Available on our standardized price list and ordering tools, this service has predictable costs as you expand your solution or build new ones.

## Cisco Solution Support Delivers IT and Business Gains

IDC, a leading provider of global IT research and advice, conducted a Business Value Analysis with global customers that are using Cisco Solution Support. The report found that these Cisco customers will achieve the following savings over five years:

- ✓ **17%** lower 5-year cost of operations in hardware environments
- ✓ **213%** 5-year service ROI
- ✓ **9%** lower IT hardware costs
- ✓ **32%** more efficient management of environments
- ✓ **21%** fewer issues requiring response
- ✓ **\$3.7M** revenue loss avoided due to unplanned downtime
- ✓ **\$3.5M** additional revenue per year

Read the full IDC report here to learn more and see how your organization can benefit from this technical service.

*Note: For the six participating Cisco customers, IDC calculated that Cisco Solution Support resolved issues 38 percent faster than product support. Cisco's broader December 2016 internal study of 10,000 support cases resulted in an average 43 percent faster resolution time for solution-level issues than product support alone. Read the executive summary here.*

## How It Works

Cisco Solution Support combines Cisco product support—Cisco Smart Net Total Care™ or Software Support—with solution-level support into one service. Attach Solution Support to each Cisco hardware and software product in your customer's solution<sup>2</sup>. If an issue arises with any product, or your customer only thinks they may have one, you or your customer simply contact us. Our team of Cisco experts is the primary point of contact, coordinates product support teams when needed, and owns the case from first call to resolution.

- If you are currently using Cisco product support, upgrade to Cisco Solution Support.
- If you are newly purchasing a Cisco solution, opt for this solution-level service.

<sup>2</sup> Product support for solution partner products within Cisco solution is required.



Visit us at [www.dyntek.com/cisco-solution-support](http://www.dyntek.com/cisco-solution-support) for more details.

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