Planning, Design & Implementation (PDI) Technical Advisor

What is PDI Technical Advisors?

We are a team that provides no cost, 12 x 5 worldwide remote support to Cisco Partners requiring assistance in the Planning, Design and Implementation phases of a project. PDI-TA helps to "Fill The Gap" between existing support functions for Presales (Account Team, Inside Sales, Partner Helpline) and In-Production (TAC) support.

Some of our services include:

• Upgrade and migration planning
• Assistance with specific design questions
 • Assistance with capacity planning
• Assistance with initial installation and configuration
• Assistance with Proof of Concept (PoC)
• Interoperability and feature availability questions

What are the benefits of using the PDI Technical Advisors?

Qualified Partners access to a dedicated team of engineers focused on design following best practices, providing guidance and for a successful implementation. By working with our Partners to address issues in the early stages of deployments we reduce operational issues once the solution is in production.

Which technologies are supported?
• Collaboration
• Data Center
• Enterprise Networks and IoT
Check the Overview page for detailed list of support Provided

Who can open cases?

Partners holding one or more of the following specializations:

Technology	Entitlement (Minimum One Of The Below)
Collaboration	• Advanced Collaboration Architecture • Master Collaboration Specialization • Express Collaboration • Cisco Distributors • Cisco Systems Engineers • ATP Customer Voice Portal • ATP UCC Enterprise • Cisco Authorized SP Video Partner • Express Video Specialization • Advanced Video Specialization
Data Center	• Advanced Data Center Architecture • Advanced Unified Fabric • Advanced Unified Computing • Master Cloud Builder • Cloud/Managed Service Providers • Cisco Distributors • Cisco Systems Engineers • Approved Eco-partners
Enterprise Networks	• Advanced Enterprise Network Architecture • Advanced Unified Access Specialization • Master Enterprise Networks • Cisco Distributors • Cisco Systems Engineers • Approved Eco-partners

How do I open a case?

To open a support request via the web or phone go to:
www.cisco.com/go/pdi

How can I provide feedback, ask questions related to the services offered, products supported, entitlement, etc.? **:** Send us an e-mail at: pdita-feedback@cisco.com

Hours of Operation: Monday to Friday – Except Cisco holidays (may vary according to Engineer's location)

Availability

Available worldwide during Business hours (Engineer's time zone)
• Service level objective (SLO): one business day.
• Target Users Of Service: Systems Engineers, Designers, Solution Architects, Field Engineers.
• Supported Solutions: Collaboration, Data Center, Enterprise Networking, IoT.
• No contract required. Partner specialization guarantees access.

We do NOT support:

• EoL and EoS Products/Components, uncertified HW/SW and 3rd Party Servers/ Cameras are not supported
• All versions of a product. We limit the support for N-2, where N is the latest release of a product.
• We do not review LLD/HLD or provide design or configuration validation.
• We do not configure the equipment or test any features on behalf of the Partners.