

# Global Virtual Engineering (GVE) Services Offered through Partner Plus

Tighter connections with customers, partners

Improved competitive landscape

Increased efficiency

Right resource, anywhere in the world

Increased bookings

The Service Offerings provided by GVE will be based on partners' level of entitlement through Partner Plus. FY16 onwards have include a new Level II escalation service offering to participating Distributors in support of Aspire, Prestige and Elite partners.

<http://www.cisco.com/c/en/us/partners/partner-with-cisco/channel-partner-program/partner-plus/partner-help-plus.html>

•Level I – Pre Sales Technical Support.  
Provided to all Cisco Partners.

PH

•Level II – Escalated Pre Sales Technical Support. Provided to Entitled Distributors supporting Aspire, Prestige or Elite partners.

PH+ via Distributor

•Level II – Pre Sales Technical Support.  
Provided and Elite partners

PH+