

Support Services for Collaboration

Overview

Whether you are migrating a legacy conferencing solution or creating a new video environment for your employees, having a successful deployment is critical. Cisco offers a comprehensive portfolio of support services, providing a consistent experience, wherever you are on your journey to the cloud. We will make it easier for you to innovate with new technologies at a pace that is right for your business.

With four levels of service to choose from, your organizations can get support from Cisco to help ensure the success of your workplace transformation initiatives.

- Software Support Basic delivers technical assistance to your IT organization.
- Solution Support provides a streamlined experience for users and IT administrators.
- Software Support Enhanced will help accelerate your business outcomes.
- Software Support Premium gives you the freedom to optimize your business and innovate with less risk.



What are the support service options for a Cisco collaboration solution?



Basic support is included with your subscription license and is a required purchase for one year for a perpetual license. It includes technical support and software updates, allowing you to keep your business running smoothly.

Solution support provides a phenomenal support experience for both users and administrators who are contacting Cisco with issues, no matter where the problem resides. It also includes proactive assistance and consultations for onboarding your solution.

Enhanced support will help your IT team throughout the lifecycle of your solution. Cisco experts will consult with you regularly to make sure you stay on track to meet your business objectives and are up to date on new technology developments.

Premium support assigns you a designated Cisco expert who will become an extended member of your IT team. He or she will be an expert in collaboration solutions and will be familiar with your deployment. With the backing of Cisco, your team can focus on innovating and optimizing new business solutions.

Q Which collaboration products are included in this offer?

A Cisco supports all on-premises collaboration products and hosted, hybrid and cloud-based services.

Q What collaboration solutions are included in this offer?

A Solution Support, Enhanced, and Premium all include support for Cisco Calling, Conferencing, Contact Center, and Hosted Collaboration Solutions.

The [Cisco Support Services for Collaboration Service Definition](#) document describes our collaboration solutions in detail, including an overview, what solutions and products are covered, customer requirements, and how the services work.

Q What business outcomes will this offering help me achieve?

A These offerings have been designed to help you make your collaboration solutions be more efficient and productive for your employees, and at the same time minimize risk to your business, as you deploy and expand new technologies and collaboration services.

Q How do I know which level of service to choose and is there a minimum purchase price for me to get the full benefits of each level of service?

A Yes, please work with a Cisco account manager or partner representative to help you choose the right level of service and to make sure you meet the minimum purchase guidelines.

Q How does this service differ from the help I get from my Customer Success Manager?

A Your Customer Success Manager will help your team understand new business functionality included in your purchase and help you drive adoption of new features. The help you receive in the Support Services offer will be delivered by engineers with deep collaboration solution-level expertise. They are technology experts and will provide consultative help to your IT team and solve how-to questions for users. We will work to proactively address your technology challenges.

Q How does this service differ from the help I get from my Cisco partner?

A Your partner may offer similar services. Depending on your business needs, they may be a very good choice for you.

Collaboration Flex Plan

Q What level of service is included in my purchase of Flex Plan?

A The Basic level of service is included in your Flex Plan purchase.

Q How will this offering help me move my legacy applications to the cloud?

A The Enhanced and Premium levels of service will provide you with a Cisco expert, who will serve as your trusted advisor and can assist with consultations and regular business and technical reviews to help ensure that your journey to the cloud is a smooth one.

Q What additional service options do I have for help with a workplace transformation strategy?

A Cisco offers a [Collaboration Strategy and Roadmap Service](#), and your partner may offer a service as well. Cisco will work with you to customize a collaboration solution(s) to your specific requirements, so you can achieve identified business outcomes. You get a plan for how to embed collaboration into the fabric—people, process, and technology—of your business operations.

Q What additional service options do I have for help with implementation?

A Cisco offers a [Custom Application Development and Integration](#) service. Your partner may offer implementation services as well.

Q I have an existing Solution Support contract for my on-premises collaboration software today¹, which I licensed under a perpetual model. If I decide to go with Flex Plan, what will happen with my existing support contract?

A Your Cisco account manager or partner representative will help you with moving to a Flex Plan buying agreement and choosing your new support service options, including any true-up that will be granted from your previous support contract for your perpetually licensed software.

Q I have an existing Software Support Basic, Enhanced, or Premium contract for my on-premises collaboration software today¹, which I licensed under a perpetual model. If I decide to go with Flex Plan, what will happen with my existing support contract?

A Your existing support contract will still be in place under your new Flex Plan agreement.

Questions for existing customers

Q I have Basic support today, how do I upgrade to a higher level of service?

A You should contact your Cisco account manager or partner representative. They can help you choose the right option and transact the upgrade, including a true-up for any already-purchased services.

Q I have an existing Solution Support contract for my perpetually licensed collaboration solution. I see that the offer now includes new features. What are they and will I be able to take advantage of these features?

A Yes, new features are here to help you. You will be receiving a communication from Cisco on how to take advantage of these features.

- A dedicated 24x7 premium help desk is now available for your users and administrators, who will want hand holding to get back to work as soon as possible.
- A team of Cisco collaboration engineers have been dedicated to this service offering. They will focus on solving problems for your administrators. The members of this team will be your primary point of contact for solution-level issues.
- Assistance and consultations for onboarding are available so you can keep current with new software features.
- Business and technical reviews (semiannual) will help ensure that desired business goals are agreed to and the technical steps required to achieve them are defined, tracked, and measured.

¹ Purchased before September 1, 2019

Q I have an existing Software Support for Collaboration Enhanced contract¹ and see that the offering now includes new features. What are they and will I be able to take advantage of these features?

A Yes, new features are here to help you. You will be receiving a communication from Cisco on how to take advantage of these features.

- You will now get solution-level expertise to solve your issues. In fact, you will be grandfathered in to all the features included in Solution Support.
- Assistance and consultations will now be offered for the full solution lifecycle to help increase IT staff efficiency.
- Regularly scheduled quarterly business and technical reviews will continue to make sure your team is tracking to your business outcomes.

Q I have an existing Software Support for Collaboration Premium contract¹ and see that the offering now includes new features. What are they and will I be able to take advantage of these features?

A Yes, new features are here to help you. You will be receiving a communication from Cisco on how to take advantage of these features.

- Similar to the Enhanced offer, you will now get solution-level expertise to solve your issues. You will be grandfathered in to all the features included in Solution Support.
- For on-premise solutions, we have a target time to restoration for Severity 1 and Severity 2 incidents—a commitment to your organization that will give you confidence you can achieve your service-level objectives.
- We step up the frequency of business and technical reviews to monthly, to help you double down on achieving your business outcomes.

Q Are the new features available for Software Support for Security or Software Support for Service Provider?

A These features are only available for collaboration solutions as this time.

How to take advantage of your features

Q How do I open a Solution Support case?

A For a detailed process flow on how to open a case and get your solution-level issues resolved, please see the [Cisco Support Services for Collaboration Service Definition](#) document and reference the Customer Requirements section.

Q How often will I be able to get a consultation on a topic of interest to my team?

A You will identify your challenges in the business reviews and technical reviews. Your Cisco expert will then schedule consultations with your team that address those challenges during the period of time before your next review. Solution Support reviews are held semiannually, Enhanced reviews are held quarterly, and Premium reviews are held monthly.

Q How in-depth are the consultations?

A The consultations run from 4 to 10 hours and can be scheduled as a single session or multiple shorter sessions. These consultations may take the form of a topic overview, best practices, guidance, demonstrations, feedback, and/or advice.

Q For the Solution Support level of service, what are some sample topics that would be covered in the onboarding consultations?

A For Cisco solutions, possible onboarding topics include:

- Getting started
- Project planning
- Use case review
- Deployment readiness
- Transition planning
- Network readiness

Some sample topics for Cisco Webex Meetings, as an example, include:

- Integration readiness:
 - Assist with installation, configuration, testing, and deployment for Single Sign-On, Directory Integration, Calendar Connector, and Proximity
- Deployment readiness:
 - Assist with provisioning Cisco Webex services, users, and devices in control hub
 - Provide best practices for migration planning or a review of your migration plans
- Network readiness:
 - Provide method of procedures or best practices for conducting a media readiness assessment
 - Provide a consultation on network capacity planning

Q Does onboarding only happen when I first deploy my solution or will I continue to get benefits?

A These engagements do not occur only once but continue throughout the term of your contract with Cisco, as you expand your solution or onboard new functionality.

Q For the Enhanced level of service, what are some sample topics that would be covered in the lifecycle consultations?

A Topics will cover implementation, usage, engagement, adoption, and optimization. Some examples include:

- Configuration of solution
- Operations and infrastructure configuration
- Troubleshooting best practices
- Operational best practices
- Adoption readiness
- Use case review
- Features overview
- Feature expansion
- Consumption reporting
- Accelerating adoption

Q For the Premium level of service, I am assigned a designated/dedicated Cisco expert. How will I know how much time the expert(s) will spend with our IT team?

A Cisco will make a determination based on the number of collaboration solutions and the size of your deployment. You can work with your Cisco account team for more details.