**📁 Consolidated Support Pack – Cisco Support (Cumberland Council)**

**Prepared by: Qolcom | Bechtle**  
**Delivery Partner: Procurri**  
**Version: Operational Coordination – April 2025**

## **1. 🧭 Internal Working Note – Cisco Support Overview (Discussion Draft)**

This document provides a shared reference point for Qolcom | Bechtle, Bechtle UK, and Procurri regarding the structure, roles, and operational approach for the newly renewed Cisco support contract at Cumberland Council.

⚠️ This version is a **starting point for alignment**. It does **not assume final agreement** with Bechtle UK or Procurri.

### **Parties Involved**

* **Qolcom | Bechtle** – Holds the direct customer relationship with Cumberland Council.
* **Bechtle UK** – National-level contracting entity overseeing vendor relationships.
* **Procurri** – Third-party maintenance partner delivering Cisco hardware support under Bechtle UK.

### **Support Structure Snapshot**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Tech Area** | **Vendor** | **SLA** | **Contract Held By** | **Delivery Partner** | **Customer Contact** |
| Network 1 | Aruba | 8x5 | Qolcom | Bechtle | Qolcom |
| Network 2 | Cisco | 24x7 | Bechtle UK | Procurri | cisco.support@bechtle.com |

## **2. 📬 Customer Support Flow (Cisco)**

**Primary Contact:**

* cisco.support@bechtle.com
  + Managed by Bechtle (or delegated)
  + Routes to Procurri for resolution
  + Copies Qolcom helpdesk for visibility

**This ensures** Bechtle-branded continuity while giving Procurri the access they need to deliver.

## **3. 🔁 Operational Visibility for Qolcom**

|  |  |  |
| --- | --- | --- |
| **Visibility Mechanism** | **Description** | **Status** |
| Group Mailbox | Qolcom copied on all tickets raised via cisco.support@bechtle.com | ✅ Proposed |

## **4. 🛠 Ticket Lifecycle Overview**

1. **Customer raises request** via cisco.support@bechtle.com
2. **Procurri triages, creates ticket**, confirms response path
3. **Qolcom observes** all comms via group alias
4. **Parts shipped / engineer dispatched** as per SLA
5. **Escalation triggered** if required (E3 → E1)
6. **Resolution and closure** confirmed via email

## **5. 📊 Service Review (QBR) Delivery**

|  |  |  |
| --- | --- | --- |
| **Activity** | **Owner** | **Notes** |
| Ticket Data & Trends | Procurri + Bechtle | Includes severity, SLA, root cause |
| Review Deck | Bechtle + Qolcom | Qolcom leads delivery to customer |
| Joint Participation | Bechtle + Qolcom + Procurri | Ensures technical + relationship coverage |

## **6. ✅ Qolcom/Bechtle Action Items**

|  |  |  |
| --- | --- | --- |
| **Item** | **Owner** | **Status** |
| Confirm support alias setup (cisco.support@bechtle.com) | Bechtle UK | ⬜ |