**📁 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 |

5A. ☎️ Bechtle Helpdesk & Customer Access Instructions

\*\*Helpdesk Phone Number:\*\*  
TBC – To be provided by Bechtle. This will be listed in the customer guide as the direct phone contact for Cisco-related support under the 24x7 SLA.  
  
\*\*Customer Access Instructions:\*\*  
Primary access will be via the support email alias: cisco.support@bechtle.com  
We are awaiting confirmation from Bechtle on whether a support portal will be made available to the customer, or if the official access process is email + phone only.  
  
Once confirmed, this information will be communicated to Cumberland Council in the official support introduction.

5B. 🧩 Bechtle’s Third-Party Support Role

Bechtle provides a consolidated third-party support model through its UK Service Desk. This model simplifies support operations for the customer by offering a single point of contact and a structured escalation and reporting path.  
  
\*\*Support Structure\*\*  
- Customer raises issues via cisco.support@bechtle.com or Bechtle’s UK service number (TBC).  
- Bechtle routes the case to Procurri (Cisco TPM partner) and manages the escalation path.  
- Qolcom remains engaged as the account manager and technical lead.  
  
\*\*Included Services (Standard Tier)\*\*  
✔ Bechtle UK Service Desk passthrough  
✔ 2-hour target SLA for routing to Procurri  
✔ Quarterly service review meetings  
✔ Quarterly reporting  
✔ Ticket escalation overlay  
  
\*\*Premium Tier Options (available separately)\*\*  
✔ 24x7 elevated incident support  
✔ 30-minute passthrough SLA  
✔ Monthly reporting  
  
The Cisco support agreement for Cumberland Council falls under Bechtle’s Third-Party Support overlay (Standard Tier). This ensures clarity, escalation capability, and operational continuity through a unified Bechtle service wrapper.

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

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