



Cisco
Technical Services
Operational
Overview



Mark Calaway

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Cisco Services.

Making Networks Work.
Better Together.

Cisco Services.

Making Networks Work.
Better Together.

Customer Advocacy Mission

Accelerate customer success with Cisco through innovative services and world-class people, partners, process, and tools



Cisco Provides Superior, Globally Consistent Services to Its Customers

- Global Center
- Satellite Center
- Regional Center
- 24-Hour Hardware Replacement coverage

Cisco.com

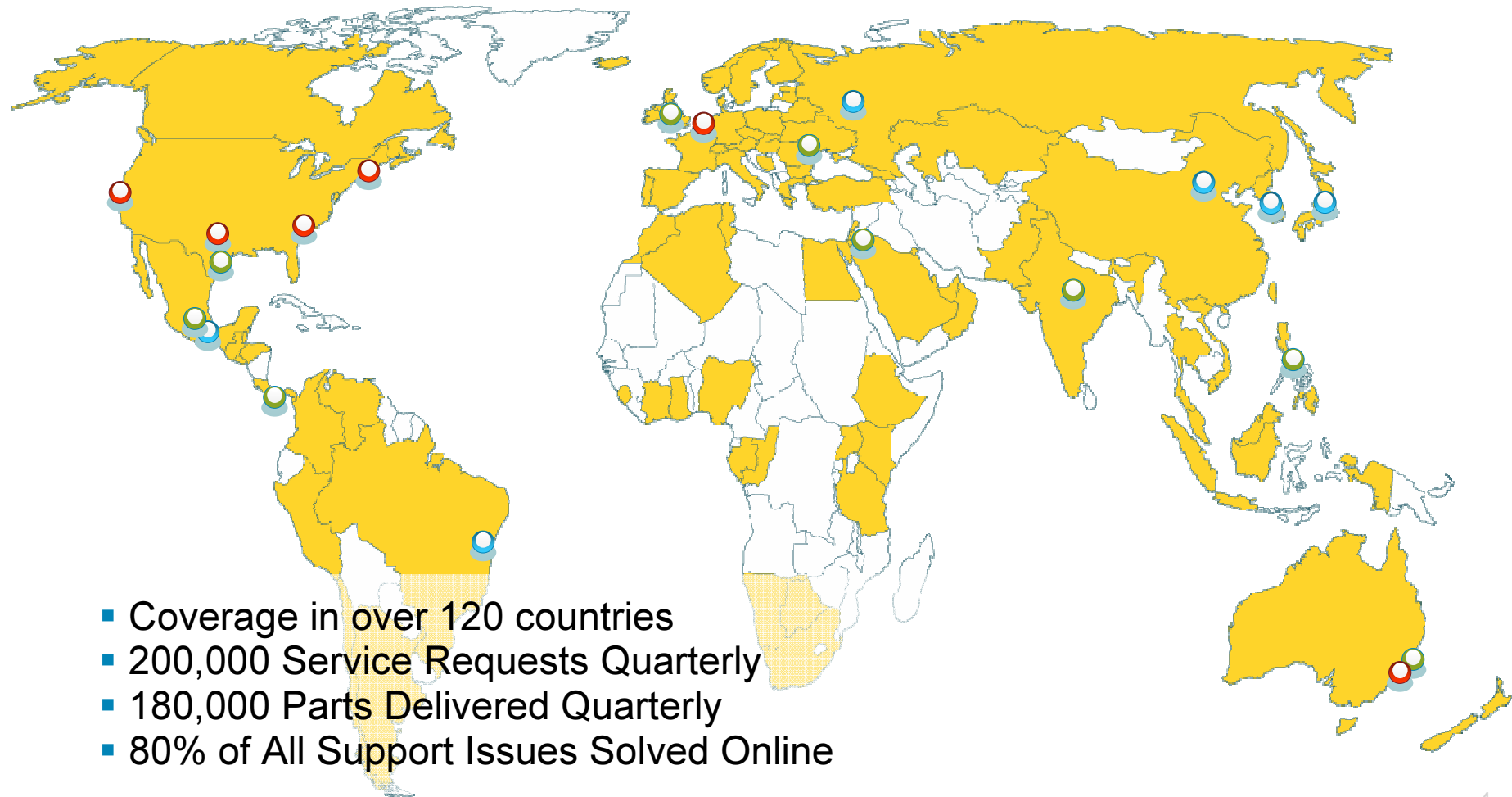
Software Support

Cisco TAC

Advance Hardware Replacement

Remote Management

Proactive Alerts



Cisco Technical Services: Integrated Solutions for End-to-end Support

Cisco Technical Services Delivery Components:

Cisco.com

Increase your self-sufficiency and productivity with registered access to online tools and knowledge library

OS and Application Software Support

Innovative system and application software and IT-related support that helps maximize your technology investment

Advance Hardware Replacement

Flexible and responsive hardware replacement support that helps maximize your operational reliability

Cisco TAC

Supplement your in-house staff with direct access to Cisco technical experts to quickly resolve issues

Remote Monitoring and Management

Proactively improve network performance to anticipate, monitor, and resolve issues

Proactive Security and Network Diagnostic Alerts

Proactively maintain the integrity of sensitive information, availability, and stability of the network

Cisco.com Support Website

Cisco.com

Software
Support

Cisco TAC

Advance
Hardware
Replacement

Remote
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Alerts

Resolving Technical Issues

- 80% of all customer technical support issues are solved online
- Over 240,000 service requests (SRs) solved online every month
- Over 24 million page views per month (2007)
 - 2+ million unique visitors per month
- 2.8 million software downloads per month (2007)



Cisco Operating System Software Support

Maintain the Resiliency of Your Cisco Network

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Protect Your OS Investment

- Increase performance of current features
- Add new functionality, often without additional hardware investment
- Enhance network and/or application availability, reliability, and stability
- Extend the useful life of Cisco devices with software updates



Cisco Software Application Support

Strengthen the Functionality of Your Cisco Applications

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Protect Your Software Application Investment

- Strengthen application availability, functionality, and reliability
- Resolve technical issues faster with more accurate problem diagnosis
- Complement internal resources to maximize system uptime
- Build in-house expertise with access to Cisco.com knowledge base
- Increase application functionality with major upgrade releases



Cisco Technical Assistance Center

Resolve Issues Fast to Maintain Network Performance

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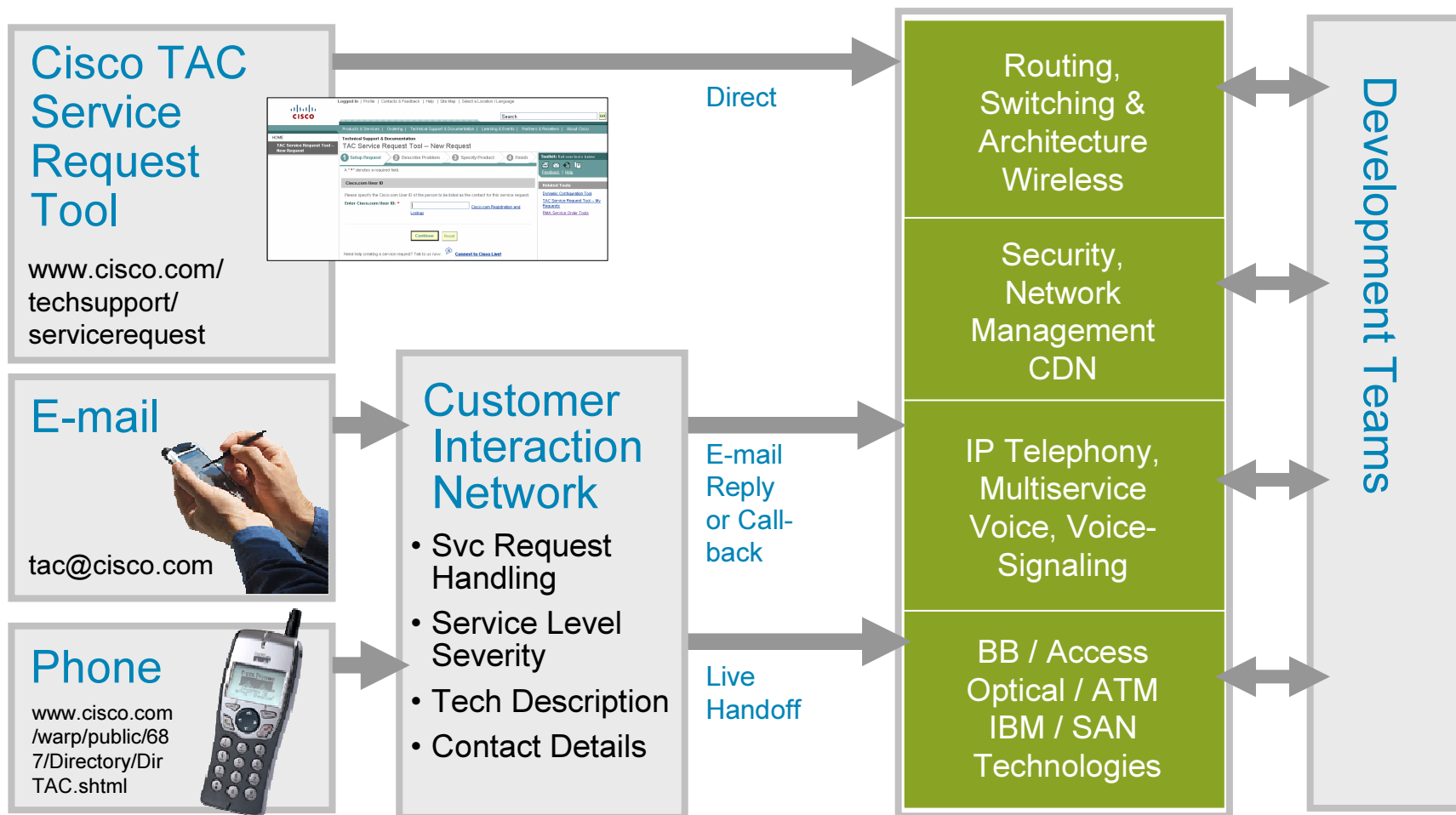
Advance
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Replacement

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Team Attributes	Value
<ul style="list-style-type: none"> Highly-trained TAC network and application software Engineers worldwide Computer science/electrical engineering degrees Each engineer averages 5 years of industry experience 450+ CCIE professionals 	Timely issue resolution
<ul style="list-style-type: none"> Continuous internal technical training & rotations averaging 27 hours/quarter 	Broad expertise in Cisco technologies
<ul style="list-style-type: none"> Expertise in a broad array of technologies 	Ownership of complex issues
<ul style="list-style-type: none"> Trained in Kepner-Tregoe adaptive troubleshooting methodology 	Rapid fault isolation in a complex environment leading to accurate resolution

Cisco Technical Assistance Center Opening a Service Request



Cisco Technical Assistance Center Service Request Initiation

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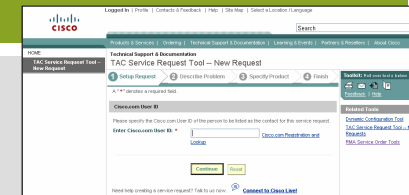
Remote Management

Proactive Alerts

Request Initiation

- Online TAC Service Request Tool

If you have a **Severity 3 or 4**, open your service request by Web



- E-mail tac@cisco.com

Open any service request by e-mail



- Telephone Country-specific numbers

If you have a **Severity 1 or 2 network-down emergency**, open your service request by telephone



Cisco Technical Assistance Center Service Request Prioritization – Severity Levels

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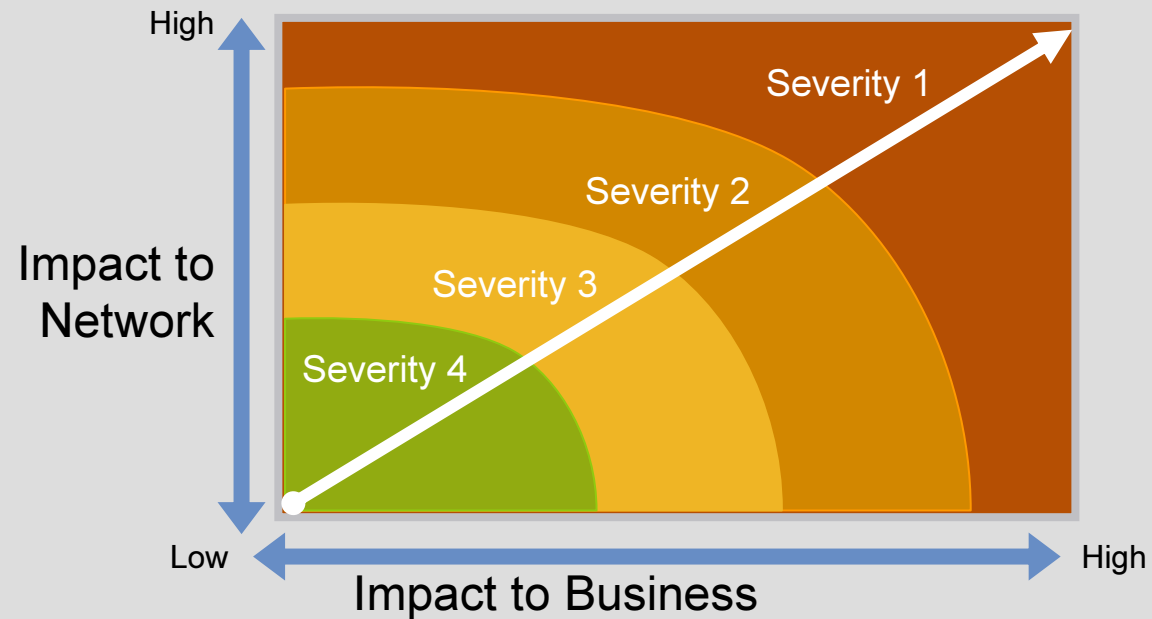
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Request Prioritization

- Severity 1
- Severity 2
- Severity 3
- Severity 4



Cisco Technical Assistance Center Service Request Resolution Status

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The screenshot displays the Cisco TAC Service Request Tool interface. At the top, there is a navigation bar with links for 'Products & Services', 'Ordering', 'Technical Support & Documentation', 'Learning & Events', 'Partners & Resellers', and 'About Cisco'. Below this, a breadcrumb trail shows 'HOME' > 'TAC Service Request Tool -- New Request'. The main content area is titled 'TAC Service Request Tool -- New Request' and features a progress indicator with four steps: 1. Setup Request (active), 2. Describe Problem, 3. Specify Product, and 4. Finish. A note indicates that an asterisk (*) denotes a required field. The 'Cisco.com User ID' section contains a text input field labeled 'Enter Cisco.com User ID: *' and a 'Lookup' button. Below the input field are 'Continue' and 'Reset' buttons. At the bottom, there is a link to 'Connect to Cisco Live!'. On the right side, there is a 'Toolkit' section with a 'Roll over tools below' dropdown and a 'Feedback | Help' link. Below the toolkit is a 'Related Tools' section with links to 'Dynamic Configuration Tool', 'TAC Service Request Tool -- My Requests', and 'RMA Service Order Tools'.

TAC Service Request Tool

- Check current status of open service requests
- Update open service requests with your own notes
- Attach files to open service requests
- View service requests closed within the last 18 months

Cisco Virtual Labs

The Best Alternative to a Duplicate Network

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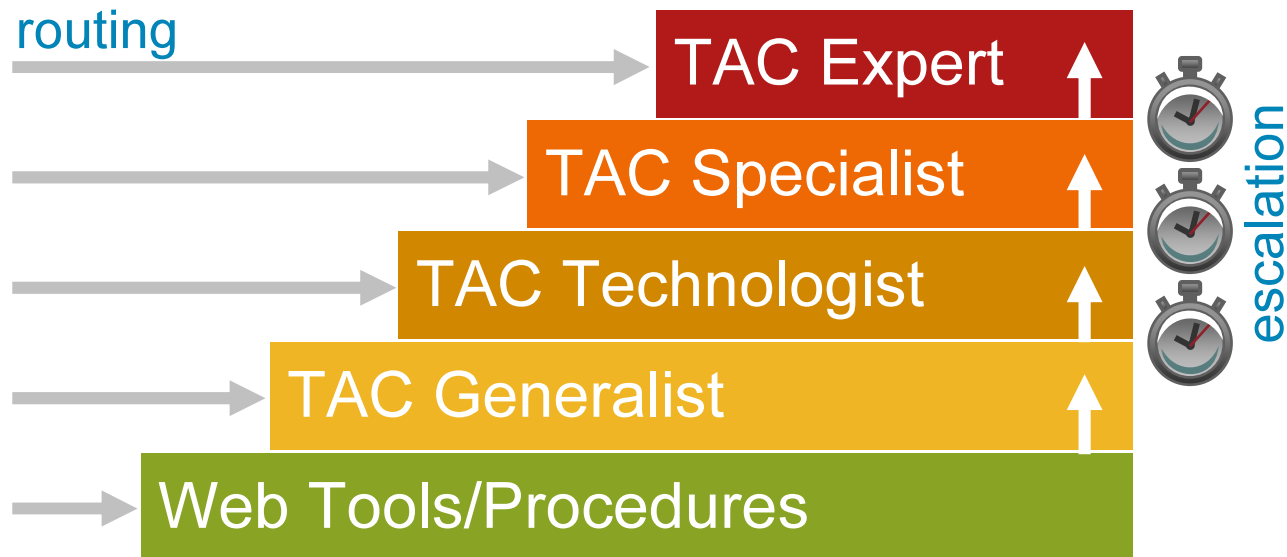
Remote
Management

Proactive
Alerts

- An engineering resource and knowledge base for training, product information, and testing of network issues
- Designed to recreate, explore, and resolve customer network issues
- \$650M+ investment in worldwide TAC lab products and equipment
- Immediate access to all Cisco products
- Immediate access to all versions of Cisco software
- Utilizes traffic generators to simulate traffic flows and synchronize virtual routers for any size network

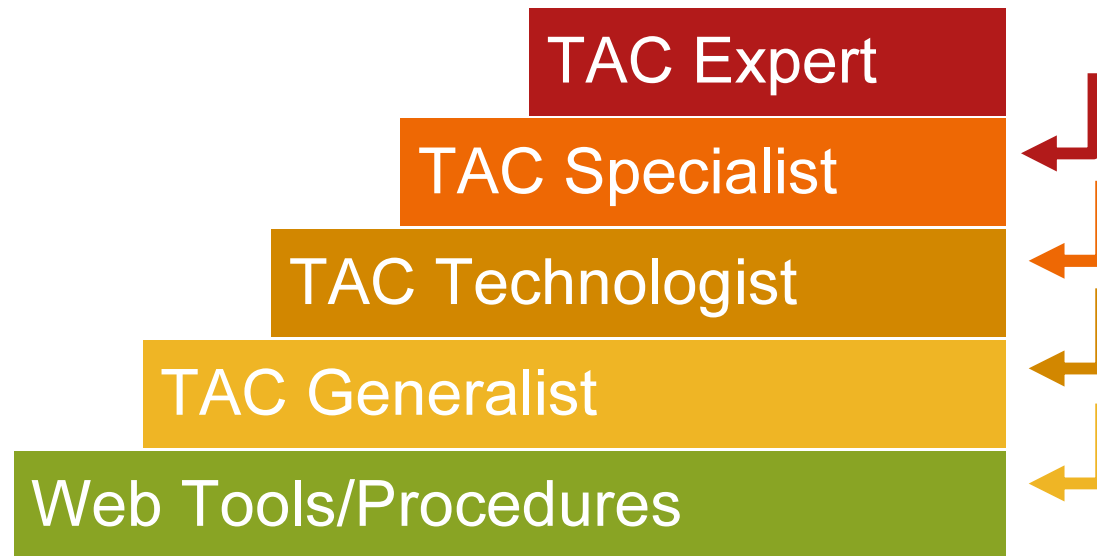


Technical Assistance Center Delivery Model



- System-driven case escalation
- Team lead and team manager case reviews

Knowledge Sharing Drives Continuous Improvement



- New Technologies
- Technical Expertise
- Customer Handling Expertise
- Customer Service Experience (CSE) Development and Best Practices
- Established Solutions

Customer Driven Service Request Escalation

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TAC Duty Manager

- Responsibilities

 - Assess the problem

 - Assign additional resources if necessary

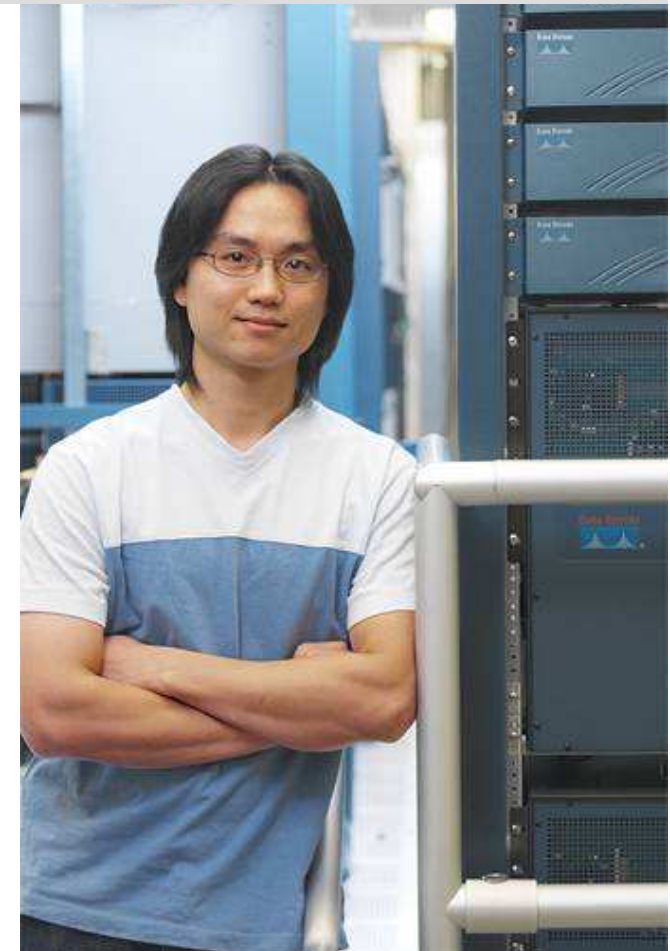
- How to contact the Duty Manager

 - Asia-Pacific: +61 2 8446 7411

 - Europe: +32 2 704 5555

 - USA: 1 800 553 2447; +1 408 526 7209

 - Ask for the Duty Manager**



Advance Hardware Replacement Service Levels

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Advance Hardware Replacement

Remote Management

Proactive Alerts

Warranty (parts only)

- Return-to-factory

Service Contracts (parts and field engineers)

- Return-to-factory (parts)
- Advance Replacement (parts)
- Onsite repair (parts and labor)

Contractual Service Levels Supported*

- 2- and 4-hour delivery
- Next Business Day delivery
- 8- to 10-day delivery
- 10-day delivery for return-to-factory
- Consigned/onsite spares
- Same Day Ship

*availability depends of geographical location

Global Service Supply Chain Logistics Support

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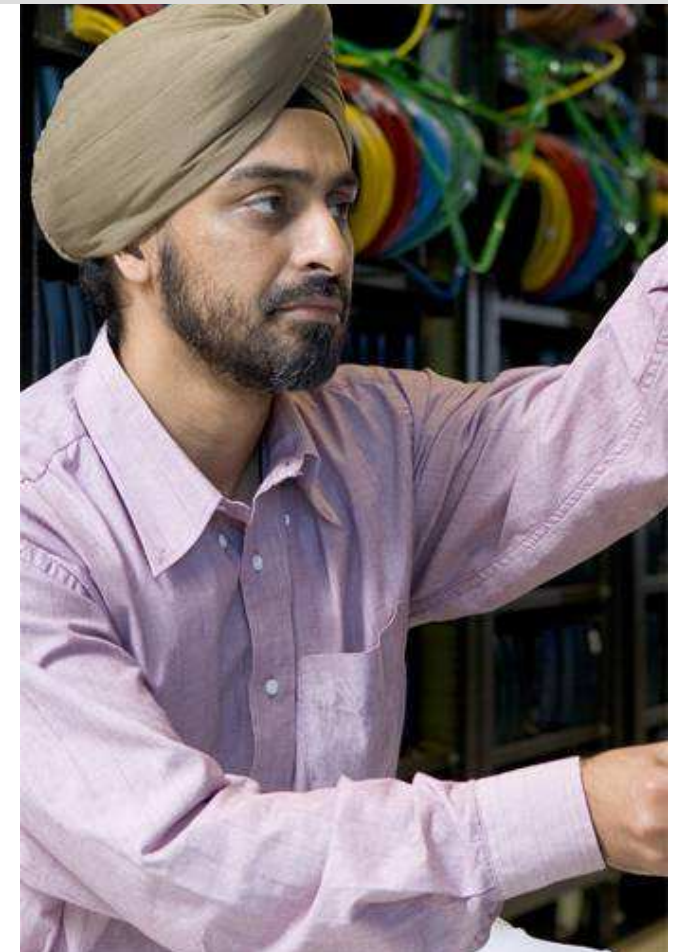
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24-hour, Global Hardware Replacement and Onsite Field Engineer Support

- Geographic coverage in 120+ countries
- 900+ parts depots
- \$4B investment in part replacement inventory
- Access to globally deployed onsite field engineers
- Six hardware replacement options from 2-hour to Next Business Day (NBD) delivery, based on service availability



Cisco Technical Services Extends the Life of Your Network Assets

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- Improves productivity
- Complements in-house resources
- Maximizes return on network investment
- Controls operating expenses
- Increases operational efficiency and reliability



Cisco Services Industry Recognition

Industry Surveys



Certifications



Industry Awards



- Consistently recognized for industry-leading services innovation and excellence
- Best practices in Service Supply Chain, Web-based Support and Certification Programs

Q and A





Back up slides



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My Tech Support - Microsoft Internet Explorer provided by Cisco Systems, Inc.

File Edit View Favorites Tools Help

Address Links

Logged in as: **aderemer**

CISCO My Tech Support [Technical Support Home](#)

Welcome, ANNE DEREMER of CISCO SYSTEMS

Alerts & Notifications [Edit](#) **Technical Information** [Edit](#) [Personalize My Portal](#)

My Bookmarks [Edit](#) [?](#)

Technical Support Links

- Product Support
- Technology Support
- Tools & Resources
- Downloads
- Create a new TAC Service Request
- Query an existing TAC Service Request
- Email or phone Technical Support
- Service Contract Center (SCC)

Service Requests [Edit](#) [?](#)

Track up to ten of your most recently opened Technical Support service requests.

Request ID & Title	Severity (S1-S5)	Created & Last Updated	Status & Owner
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[Go to Service Request Tools](#)

Output Interpreter [?](#)

Analyze the 'show' command output from your device:

- Paste your complete output here (up to 30 KB):
[View Supported Show Commands](#)
[View Output Example](#)

Or select a file to analyze from your computer here (maximum size: 2.5 MB):

[Browse...](#)

[Clear](#) [Submit](#)

Note: Remove passwords and other sensitive information from your output. This page submits data **without encryption**, please click the link below for a secure connection.

[Go to Output Interpreter](#)

Security Advisories and Alerts [Edit](#) [?](#)

Displays the latest Cisco Security Advisories and Field Notices.

All products [Go](#)

Security Advisories and Notices

- Cisco Security Advisory: Cisco CHAP Authentication Vulnerabilities 26/JUN/2007
- Cisco Security Advisory: Cisco 11500 Content Services Switches (CSS) Malware

Cisco.com Search [?](#)

Search for:

[GO](#)

Search All cisco.com [v](#)

Did You Know? [?](#)

My Tech Support tips and tricks. Click "More" to view all of them.

- Personalize My Tech Support: Add Additional Pages
- Personalize My Tech Support: Create Multiple Folders Full of Personal Bookmarks in Bookmarks Portlet
- Personalize My Tech Support: Rename Page Tabs

[More](#)

Feedback [?](#)

Submit comments or suggestions regarding My Tech Support in the text box below. If you have a technical issue, please contact the [Technical Assistance Center](#).

Suggestions for improvement:

Local intranet

My Tech Support

- Provides a personalized 'portal' of key TS Web tools, documentation, alerts and software, customize your view of Cisco's Technical Support Website
- Track up to 10 of your Service Requests

Cisco Earns Prestigious J.D. Power and Associates Certification

- First global networking company recognized two years consecutively
- Awarded for technology service and support excellence
- Recognizing Cisco and its partners for continued commitment to customer satisfaction

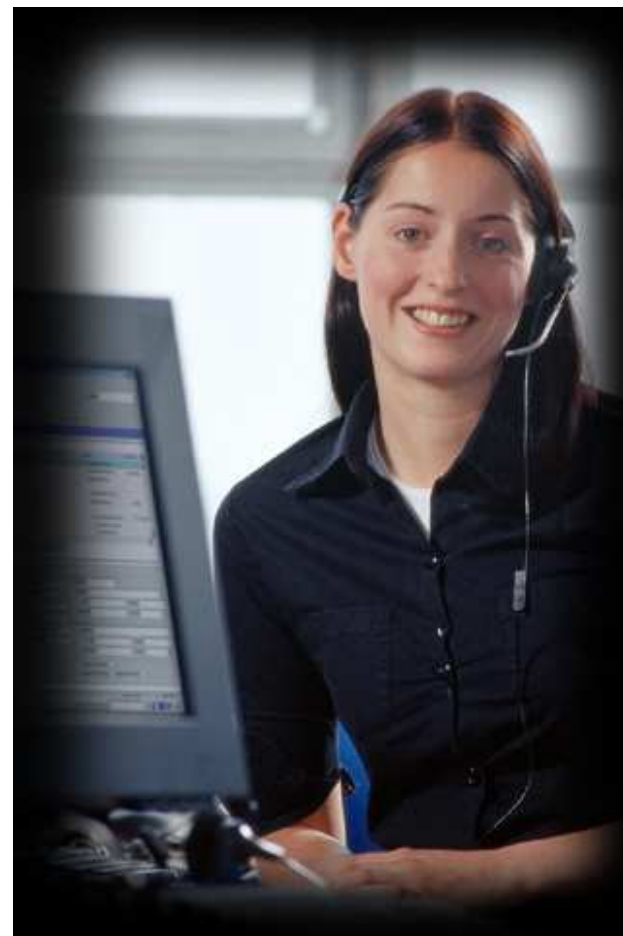
J.D. Power and Associates Certified Technology and Service Support ProgramSM, developed in conjunction with the Service & Support Professionals Association (SSPA). For more information, visit www.jdpower.com or www.thesspa.com.



Cisco Technical Assistance Center Opening a Service Request

Have the following information on hand:

- Contract number, name, and contact details for client site
- Problem description
- Brief history of the problem and what has been done
- Severity of the service request
- Network topology (soft copy of up-to-date diagrams)
- Output of relevant “show” and “debug” commands
- Output of log messages



Cisco Technical Assistance Center

Opening a Service Request



Provide the following information

- Present name consistently
- Provide e-mail address
- Provide onsite contact telephone number
- Identify **internal customer** ticket number if relevant
- Identify any other Cisco SR's open
- Seek assistance earlier, not later

