

# Software Support for Unified Communications

## Choose the support that's right for your business

When your enterprise has a diverse workforce that spans multiple locations, you can't allow physical distance to stop your business or make it harder for employees, customers, and suppliers to communicate.

Your collaboration environment is a strategic competitive differentiator in today's digital world. When used to its fullest potential, it helps your company achieve its business outcomes by giving you virtual access to anyone, no matter where they're located. Purchasing your unified communications solution was the first step in achieving a collaborative work environment. However, having the right level of technical support is also essential.

That's where Software Support for Unified Communications comes into play. Three service options, from basic to the high-value enhanced or premium to choose from, it allows you to select the right amount of support to help your company get the most from its investment.

## Benefits

- **Create a collaborative work environment** by designing and implementing a plan to help you meet your business objectives and achieve a faster return on investment
- **Protect your software investment** with software updates, priority queuing and case handling, and proactive support
- **Take full advantage** of from your unified communications solution

Table 1. Software Support for Unified Communications—basic, enhanced, and premium option features

| Software support deliverables                         |  | Support option             |                               |                               |
|---|--|----------------------------|-------------------------------|-------------------------------|
|   |  | Basic                      | Enhanced                      | Premium                       |
| <b>24x7 TAC support</b>                               | Basic option with phone support: submit case via phone, web/email. Initial response time objectives. Support cases are prioritized over those from lower service tier.   | S1/S2: 1-hr<br>S3/S4*: NBD | S1/S2: 30-min<br>S3/S4*: 2-hr | S1/S2: 15-min<br>S3/S4*: 1-hr |
| <b>Knowledgebase</b>                                  | Access to product information and support tools.   | ✓                          | ✓                             | ✓                             |
| <b>Software updates</b>                               | Access to available software maintenance, minor, and major releases updates.   | ✓                          | ✓                             | ✓                             |
| <b>Self service adoption</b>                          | Welcome message and links to product introduction and support URLs.  | ✓                          | ✓                             | ✓                             |
| <b>Configuration support</b>                          | Support and guidance for deploying software, update and migration.   |                            | ✓                             | ✓                             |
| <b>Technical adoption support</b>                     | Support with integration in Customer's IT environment and ongoing guidance to IT staffs who provide internal support of the application software.  |                            | ✓                             | ✓                             |
| <b>Analytics/proactive notifications</b>              | Consumption notification for planned new releases of software. Reporting.  |                            | ✓                             | ✓                             |
| <b>Learning and training</b>                          | Learning and training customer success recommendations.  |                            | ✓                             | ✓                             |
| <b>Advanced customer success and business reviews</b> | Periodic advising on adoption feature awareness and usage, update recommendations on the development of adoption plans, strategies, objectives, KPIs customer outcomes, training and change management throughout the product lifecycle. |                            |                               | ✓                             |
| <b>Designated service management</b>                  | Designated technical contact during local business hours for incident management, case escalation management, and change management.   |                            |                               | ✓                             |
| <b>Advanced support analytics</b>                     | Support Case Analysis for Severity 1 and 2 issues with best practices to reduce Support Cases along with periodic Technical Reviews of overall operational performance.  |                            |                               | ✓                             |

\* S1, 2, 3 and 4 = Severity 1, 2, 3 and 4. NBD = Next Business Day

## Next steps

Your Cisco account manager or Cisco authorized reseller can help you choose between the basic, enhanced, and premium levels. To learn more about Software Support for Unified Communications, please contact your account manager or a Cisco authorized reseller.

The basic option includes 24x7 award-winning technical support, software updates, and access to online resources. For the ability to accelerate business outcomes, innovate with confidence, and achieve a faster ROI, the enhanced and premium options provide incremental, high-value service benefits. You get configuration assistance, direct access to subject matter experts, faster response times, priority queuing, adoption services, and proactive support. With onboarding training, you'll ensure that your IT team is quickly able to deploy your solution. Cisco's extensive online resources will help your team fully grasp the unified communications architecture. And by educating your end users, you'll have confidence that everyone knows how best to communicate and collaborate, even if they're located around the globe.

## How do I decide which level is right for my business?

Choosing the right technical service to support your company's investment is never an easy choice. Some questions to consider include:

- How critical is your unified communications solution to your business?
- Do you have the time and resources necessary to ensure that your team fully understands how to use their collaboration tools?
- How quickly do you want issues resolved?
- Would your team benefit from technical training and best practices sharing?

These are just a few questions for you to consider. At Cisco, we want to make sure that you have the right level of support for your unified communications solution and your business.