



Cisco Focused Technical Support Services

Cisco High-Touch Operations Management Service

Enhance operational efficiency and resolve network issues quickly and completely with personalized operations management.

Your operations manager is familiar with your business, operational processes, and technical support history.

Cisco High-Touch Operations Management Service helps to:

- Expedite problem resolution
- Improve network performance
- Increase the overall productivity of your IT staff

Service Overview

As competition increases, an efficient, productive staff becomes even more critical to the success of your business. This is particularly true in network operations, where staff engineers must manage issues quickly and effectively if they are to attain the network performance and availability that your customers expect. Achieving the highest level of efficiency among network operations personnel can be challenging due to the inherent complexities and expansive geographic reach of a large enterprise network.

The Cisco® High-Touch Operations Management Service connects you with a designated Cisco operations manager who is familiar with your business, operational processes, and technical support history. The service complements Cisco SMARTnet® services or Cisco SP Base by providing an operations management expert to continually monitor your technical support needs, track every open service request, and make sure that IT resources both at Cisco and within your organization are aligned appropriately to resolve issues quickly and completely. This level of support can help expedite problem resolution, improve network performance, and increase the overall productivity of your IT staff and business.

Cisco High-Touch Operations Management Service

Your designated Cisco operations manager provides:

- Personalized operational support eight hours a day, five days a week
- Ongoing service request and escalation management
- Periodic conference calls with your staff to report on and expedite issue resolution
- Weekly, monthly, and quarterly reports with the status of your service requests

- Documentation of operations to make sure that all your specific operational and related topics are documented and available in the Cisco secured internal portal devoted to you to help expedite issue resolution
- Participation in quarterly meetings to present quarterly operations data analysis

For more personalized service, choose from additional deliverables, including specific reports, operational analysis of critical issues, or major customer event notifications.

Available options include:

- HTOM: four base deliverables
- HTOM option 1: four base deliverables plus one additional deliverable
- HTOM option 2: four base deliverables plus two additional deliverables
- HTOM option all: 4 base deliverables plus four additional deliverables

Table 1 lists all the High-Touch Operations Management deliverables.

Cisco Focused Technical Support Services: Three Service Levels

Cisco High-Touch
Engineering Service
(Third Level – Optional Add-On to Second Level)

Cisco High-Touch
Technical Support Service
(Second Level – Optional Add-On)

Cisco High-Touch
Operations Management Service
(First Level – Standard Offering)

Customer must have valid SMARTnet- or SP-based contracts on all of their network equipment

Table 1. High-Touch Operations Management Service Deliverables

HTOM Base Deliverables	HTOM Optional, Additional Deliverables (select one , two, or receive all four deliverables)
<ul style="list-style-type: none"> • Service request and escalation management • Periodic conference calls • Base reporting package • Quarterly operations data analysis 	<ul style="list-style-type: none"> • Service delivery level reports • Engineering failure analysis (EFA) management and reporting • Operational analysis of critical issues • Major customer event notification

These deliverables offer more than critical information and assistance. They also provide the personalized support that your engineers need to be more productive and successful in their network management. Table 2 lists all the activities and deliverables available.

Table 2. Activities and Deliverables of Cisco High-Touch Operations Management Service

Deliverables	Activities
Available with the High-Touch Operations Management Base Deliverables	
Service Request and Escalation Management	<ul style="list-style-type: none"> • Prioritization and support of open Cisco service requests; monitoring of all return material authorizations (RMAs) • Coordination of Cisco support organizations, escalation process, and customer resources for service requests • Main point of contact for operations and process issues • Baseline documentation of complex operation processes and procedures
Periodic Conference Calls	<ul style="list-style-type: none"> • Periodic conference calls to report status, track progress of open service requests, and address outstanding issues
Base Reporting Package	<ul style="list-style-type: none"> • Weekly, monthly, and quarterly reports with the status of your service requests • Documentation of operations to make sure that all your specific operational and related topics are documented and available in the Cisco secured internal portal devoted to you to help expedite issue resolution
Quarterly Operations Data Analysis	<ul style="list-style-type: none"> • Participation in quarterly business reviews or joint business reviews (live or remotely)
Available as part of the Optional Deliverables	
Service Delivery Level Report	<ul style="list-style-type: none"> • Reporting on return material authorization delivery performance • Follow-up within Cisco and with the customer on identified gaps to help ensure improved performance
Engineering Failure Analysis (EFA) Management and Reporting	<ul style="list-style-type: none"> • Coordination of the return of parts requiring a failure analysis and communication on the status to the customer • Regular reporting, status, and escalation assistance

Deliverables	Activities
Operational Analysis of Critical Issues	<ul style="list-style-type: none"> • Identification and analysis of operational abnormalities and trends, including a recommendation report • Complete documentation of complex operations processes and procedures
Major Customer Event Notification	<ul style="list-style-type: none"> • A proactive service request creation (with associated specific documentation) in support of a defined maintenance window to make sure the required information is documented and available if support from Cisco personnel is needed during any break/fix issue at the time of the critical network change

This level of personalized support can help expedite problem resolution, improve network performance, and increase the overall productivity of your IT staff and business. Table 3 lists all the benefits.

Table 3. High-Touch Operations Management Service Benefits

Benefits
<ul style="list-style-type: none"> • Expedite problem resolution • Minimize operations inefficiencies by correcting redundant efforts to resolve similar issues • Increase productivity, efficiency, and proficiency of the IT staff and overall business • Minimize risks that can accompany a limited focus on the network infrastructure • Focus on core business

Personalized Support

Personalized support is an essential element of the Cisco High-Touch Operations Management Service. Your Cisco operations manager becomes intimately familiar with your unique network history, leads regular updates about Cisco Technical Services support requests, and coordinates resources, both at Cisco and within your organization, to help make sure that all issues are handled in a timely manner. For high-severity issues, your Cisco operations manager facilitates the escalation process to expedite resolution.

Receiving this level of support for day-to-day operations efforts can help reduce redundant efforts to resolve the same issue. It can also help identify areas of operational inefficiency by highlighting potential system issues, allowing you to take appropriate proactive steps to improve those areas.

Availability

The Cisco High-Touch Operations Management Service is available worldwide. To obtain the most current availability status, contact your Cisco service account manager.

Ordering

As the first of three service levels included in Cisco Focused Technical Support Services, purchase of the Cisco High-Touch Operations Management Service does not require purchase of the other Focused Technical Support Services. However, a valid Cisco SMARTnet or Cisco SP Base support contract on all network equipment is required.

Summary

The Cisco High-Touch Operations Management Service delivers personalized support from a Cisco operations manager who helps improve the operational proficiency, productivity, and efficiency of your IT staff and Cisco network. With your Cisco operations manager focusing on the ongoing management of your network support issues, your staff can focus on your core business requirements.

The Cisco High-Touch Operations Management Service is the first of three service levels included in Cisco Focused Technical Support Services. Each service level extends the coverage of the previous level. Cisco Focused Technical Support Services combine comprehensive management of network issues with dedicated access to industry-leading Cisco support resources to continually improve operational efficiency, network reliability, and the overall productivity of your business.

Why Cisco Services

Realize the full business value of your technology investments faster with intelligent, personalized services from Cisco and our partners. Backed by deep networking expertise and a broad ecosystem of partners, Cisco Services enable you to successfully plan, build, and run your network as a powerful business platform. Whether you are looking to quickly seize new opportunities to meet rising customer expectations, improve operational efficiency to lower costs, mitigate risk, or accelerate growth, we have a service that can help you.

For More Information

For more information about Cisco Focused Technical Support Services or the Cisco High-Touch Operations Management Service, contact your Cisco service account manager.

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Making Your Business
Work Smarter.



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