

# Classified Network Services: Focused Technical Support



## Benefits

With Focused Technical Support services, you can:

- Enjoy the industry's fastest mean time to repair
- Increase your efficiency and network reliability
- Enhance security and regulatory compliance
- Free your IT staff for more strategic projects
- Simplify your IT operations
- Solve ongoing staffing and skills-gap issues
- Help ensure that your technology investments stay up to date
- Shift your budget from CapEx to OpEx
- Lower your total cost of ownership

The larger your IT infrastructure, the more complex it is to manage and support. Add to that the rapid pace of change and expanding scope of IT, and it is easy to see why IT staff can get overwhelmed with daily monitoring, management, and troubleshooting tasks. To remain strategic while also maintaining and optimizing their existing infrastructure, many IT leaders turn to a trusted partner for help. If your organization has special requirements for data protection, U.S. sovereignty, or delivery at classification, that partner is Cisco® Classified Network Services.

## Support You Can Trust

Cisco Classified Network Services was created in the aftermath of 9/11 to deliver a higher level of secure, customer-focused support to the U.S. intelligence community and Department of Defense. Capable of delivering the

fastest response and incident resolution times in the industry, our acclaimed Focused Technical Support services are now available to any organization with special security compliance requirements.

**Delivered from our highly secure U.S.-based enclaves and facilities, staffed by U.S. citizens—all at the appropriate security classifications for your organization.**

## Focused Technical Support

Focused Technical Support is a tiered set of outsourced services for operations management and technical support. They are designed to speed response and simplify your interactions with Cisco through a personalized customer experience we call **High Touch**.

Your High Touch operations manager actively engages your team to understand your network and special requirements and serves as your advocate inside Cisco. As the product and solution manufacturer, our ability to reach into the Cisco organization—whether for contract support, reactive technical support, proactive solution design, or expert advice from our product development engineers—is second to none.

Put simply, if you use Cisco gear, require special data protection, and want personalized service that translates to faster issue resolution, higher reliability, unparalleled security, and exceptionally high customer satisfaction, then Cisco Classified Network Services is the partner you've been looking for.

### High Touch. Higher Accountability

Cisco Classified Network Services follows the ITIL® (Information Technology Infrastructure Library) framework, a global standard for IT service management. Adhering to this standard helps ensure that our services align with the needs of your business. We focus first on your desired business outcomes, then work with you to develop and deliver the ideal solution. Together we agree on the key performance indicators (KPIs) that we'll track to make sure we're meeting your objectives.

Our Focused Technical Support services are offered in three increasingly personalized service tiers, with each service extending the coverage of the previous tier.

Typical resolution time 60% faster than Cisco TAC.

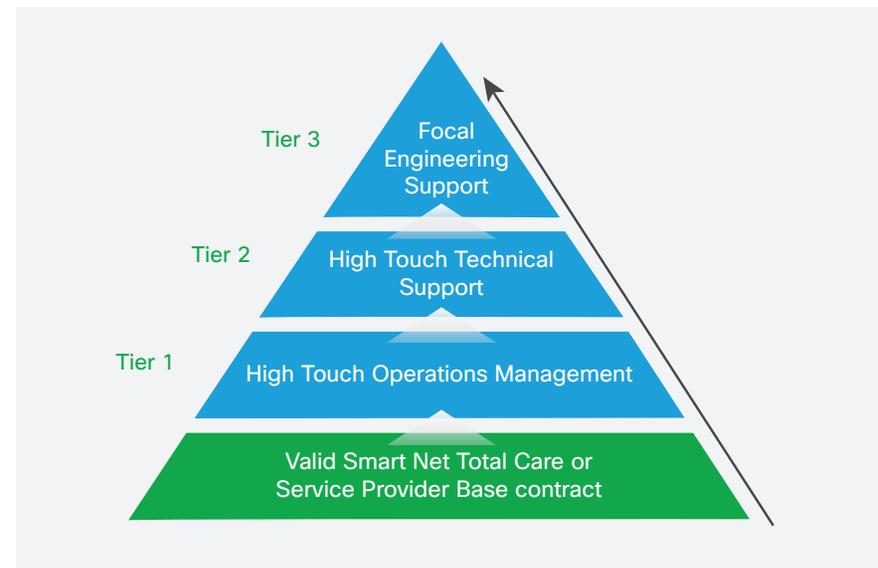
95% of High Touch Technical Support customers renew their service.

### Tier 1

**High Touch Operations Management** provides you with a single point of contact for operations management and case coordination. This service is a specialized extension of your Smart Net Total Care™ support. Your operations manager fast-tracks response and resolution from Cisco technical support and contract administration and provides special access to Cisco subject matter experts that know your products best.

### Tier 2

**High Touch Technical Support** provides rapid, around-the-clock reactive support by cleared and certified technical engineers who are intimately familiar with your network design and operations. With additional reach-back into a pool of certified experts on a wide variety of technologies and Cisco solutions, High Touch Technical Support delivers advanced technical troubleshooting and the fastest mean time to repair in the industry.



### Tier 3

**Focal Engineering Support** provides you with highly certified engineering resources for proactive issue avoidance and solution planning. Aligned with your High Touch resources at Cisco, these premier-level resources can be remote or embedded in your organization. Focal Engineering Support provides root-cause analysis, a higher level of technical assistance, and expert Cisco knowledge transfer to help evolve your network to meet the changing needs of your organization. Your focal engineer will also act as your advocate in quarterly joint business reviews.

## Features

Focused Technical Support offers:

- A single point of contact for all operational and support issues
- Access to a knowledgeable team of engineers that knows your network and can assist in evolving its architecture and operations
- Fastest response and incident resolution times in the industry
- Insider access to Cisco subject matter experts to discuss complex technology issues
- Greater collaboration in your day-to-day network operations
- An expert partner to help align your services to the evolving needs of your organization

## A Trusted Partner of the People Who Trust No One

Cisco Classified Network Services began delivering high-touch technical support to the U.S. intelligence community and Department of Defense. Today, we offer a broad portfolio of high-touch, high-accountability consulting services, technical support, optimization, and managed service offerings to any U.S. organization with special data protection, sovereignty, or delivery classification requirements.

## Next Steps

For more information on Focused Technical Support, or to learn about our other customized services and solutions, please contact your Cisco account manager, or email us at [cns-request@cisco.com](mailto:cns-request@cisco.com).

