Cisco Solution Support

Service Provider

Service Definition

January 2021

Contents

About This Document

Read this document to learn about how Cisco® Solution Support covers our service provider solutions, including:

- Service overview
- What solutions and products are covered
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Cisco Solution Support Overview

Cisco Solution Support is an essential element of your Cisco solution by helping you maintain its performance, reliability, and return on investment. This service is focused at the solution level and delivers centralized support across the Cisco and Solution Support Alliance Partner products in your deployment. If an issue arises, simply contact us. Our team of solution experts is your primary point of contact and owns your case from first call to resolution. And because Solution Support resolves complex issues on average 44% more quickly than device-level product support,[1] it's the right kind of support for multiproduct, multivendor solution environments.

Cisco Solution Support helps you:

- **Innovate with confidence:** Adopt new technologies to grow your business. Our Cisco expert engineers are here to help you succeed.
- **Focus on your business:** We take the lead to manage technology issues so you can focus on your customers and business.
- **Resolve issues quickly:** You can get the most out of your technology with a support service that solves solution-level issues faster than device-level product support.

[1] January 2019 internal Cisco study of 10,000 support cases.

Moreover, IDC, a leading provider of global IT research and advice, conducted a Business Value Analysis with global customers that are using Solution Support. The report found that these Cisco customers will achieve the following savings over five years:

- 213% 5-year service ROI
- 32% increase in IT staff efficiency
- 17% lower 5-year cost of operations in hardware environments
- 9% lower IT hardware costs

Read the IDC full report and executive summary for more details.

Features and benefits include:

- **Primary point of contact**: Cisco solution experts are accountable for resolving your issue no matter where it resides, for continuity of service from first call until resolution.
- **Architecture expertise**: Our deep knowledge about how your solution works as a whole means we often resolve issues immediately, helping minimize disruption.
- **Product support team coordination**: Our seamless collaboration with Cisco Technical Assistance Center (TAC), strong relationships with Solution Support Alliance Partners, and global experience with solving solution-level issues means we can effectively manage support to best resolve your case.
- **Fast response and resolution**: Priority service levels connect you to solution experts who resolve complex solution-level issues on average 44% more quickly than device-level product support.

- **No issue isolation required**: Initiate a case even if you're not sure you have an issue. There's no need to diagnose or isolate your problem before contacting our solution experts.
- **Broad solution view**: We look beyond the scope of your case to identify any potential issues, helping minimize or eliminate business disruption and maintain solution performance and reliability.
- **One service, deep coverage**: Get solution-level support and Cisco product support in one service that's easy to order and renew.
- **Retain direct contact with Solution Support Alliance Partners**: If you have isolated your issue to a partner's product, you have the flexibility to contact them directly for their product support.
- **Predictable costs**: Available on our standardized price list and ordering tools, this service has predictable costs as you expand your solution or build new ones.

Cisco Service Provider Products / Solutions and Engineer Expertise

Solution Support is available to cover:

1. Cisco hardware or software products, which can be used to build a Cisco service provider solution. If these solutions are comprised of products from Cisco and those of our Solution Support Alliance Partners (see "Eligible Products and Coverage Levels for Named Cisco Service Provider Solutions"), they should be built from around 50% of Cisco products to be eligible for Solution Support.

2. Named Cisco service provider solutions listed here. Click the solution name to see its unique list of products eligible for support.

   Cisco Service Provider Mobility

   Cisco Service Provider Network Function Virtualization

In either case, Solution Support engineer teams are experts in Cisco Validated Designs, reference architectures, and best practices for our service provider solutions. They have deep expertise in Cisco products, and understand how our products and those of our Solution Support Alliance Partners work together in your deployment.

Note: Eligible Cisco solutions may be comprised of either of the following:

- Cisco and Solution Support Alliance Partner products (multivendor) or

- Solutions with only Cisco products

We've noted throughout this document when a process and/or requirement applies to multivendor solutions, solutions with only Cisco products, or both. Refer to the tables in "Products and Coverage Levels for Named Cisco Service Provider Solutions" to see if your solution is multivendor or contains only Cisco products.

Cisco and Solution Support Alliance Partner Product Coverage

The following section describes how individual products are covered by Solution Support for multivendor solutions and solutions with only Cisco products. Product coverage is provided in three tiers:

- Cisco products fall under the "Core products" tier.
- Solution Support Alliance Partner products fall under the "Cisco accountable" or "Solution Support Alliance Partner accountable" tiers.

Core Products

This description is relevant for multivendor solutions and solutions with only Cisco products.

Core products are defined as (1) manufactured by Cisco or a Cisco original equipment manufacturer (OEM) and (2) eligible for coverage by a Cisco product support contract.

Cisco is accountable (that is, we make sure support is provided) and responsible (that is, we deliver support) to resolve issues with core products according to the product service levels chosen in your Solution Support contract.

Cisco Accountable Products

This description is relevant only for multivendor solutions.

Cisco accountable products are defined as (1) Solution Support Alliance Partner products and (2) may be listed in Cisco Validated Designs or reference architectures for your solution.

Cisco is accountable for resolving issues with these Solution Support Alliance Partner products based on the product support contract you have with them. We are able to offer support accountability for these products because we have established a direct support relationship with these Solution Support Alliance Partners. We have working relationships with their engineer and support teams, access to Solution Support Alliance Partner product training, and Solution Support Alliance Partner products represented in Cisco support labs.

Solution Support Alliance Partner support teams are responsible for providing support to resolve issues with their products according to your product support contract with them.

Solution Support Alliance Partner Accountable Products

This description is relevant only for multivendor solutions.

Solution Support Alliance Partner Accountable products are defined as (1) Solution Support Alliance Partner products and (2) may be listed in the Cisco Marketplace and are often tested and certified by the solution technology partner for use in a Cisco service provider solution, or (3) Solution Support Alliance Partner products where we've seen significant customer deployments in their solution.

Cisco takes your first call for solution issues with these Solution Support Alliance Partner products and coordinates issue resolution.

The Solution Support Alliance Partner support team is both accountable and responsible for providing support to resolve issues for these products according to your product support contract with them.

For more details about eligible products, see "Products and Coverage Levels for Named Cisco Service Provider Solutions."

Customer Requirements

The following requirements must be met in order to receive support through Solution Support.

- **Fully operational environment:** Your solution environment must be up and running, with major functions in operation, as Solution Support is a day-2 support service and does not offer any deliverables associated with planning, building, or implementing your Cisco environment. If you need help with planning, building, or implementing your environment, contact your Cisco Partner or account team to learn about professional services.
- **Solution Support contracts:** All Cisco products deployed in your solution environment must be covered by Solution Support where this service is available in order to receive solution-level support as described in this document. Purchasing Solution Support for some, but not all, Cisco products deployed in your solution environment where it's available will not provide complete entitlement to this service.
- **Product support contracts:**
  - **Cisco products** Cisco hardware and software in your solution are automatically covered by Cisco product support when you purchase Solution Support, because this service is inclusive of the Cisco hardware or software support required for those products. For example, when attaching Solution Support to a Cisco hardware or software product, that product is also covered at your chosen service level by Cisco SP Base or Software Support, respectively.
  - **Note**: In the few instances where Solution Support may not yet be available for a Cisco hardware or software product you are deploying, purchase relevant Cisco product support.

  If you have a multivendor solution, the following is also required:
  - **Solution Support Alliance Partner products** in your solution must be covered by their relevant product support and entitle you to 24/7 access to their product support engineer teams. This is necessary for:
    - Solution Support engineers to coordinate issue resolution with Alliance Partner product support teams working within the same time frames.
      - If you don't opt to purchase a 24/7 service level, or the Solution Support Alliance Partner does not offer one, the Solution Support engineer will pause issue management until the Solution Support Alliance Partner's product support team is next available.

- Solution Support Alliance Partners to provide expertise and directly resolve issues with their products.
- Access to return merchandise authorizations (RMAs), software updates and upgrades, knowledge base, and so on.

Note: The following services are <u>not acceptable</u> as required product support:

- Warranty services such as Cisco Warranty, Cisco Warranty Plus, Cisco Smart Net Total Care SP Base, Solution Support for UCS Hardware Only, or any similar services from Solution Support Alliance Partners or third-party technology providers.
- Community support programs
- Support contracts with a third-party support agent delivering their own branded support for products they did not engineer.

Processes for Resolving Solution-Level Issues

This section describes how to open support cases and how Solution Support engineers work with you and, for multivendor solutions, Solution Support Alliance Partners (Figure 1).

Figure 1 Solution Support Engagement Model

Opening a Solution Support Case for Cisco or Solution Support Alliance Partner Products

You or your Cisco brand resale partner opens a case using your Solution Support contract entitlement by calling the Cisco 800 number (for severity 1 and 2 cases) or through the Cisco TAC online case tool (for severity 3 or 4 cases) and provides the following information:

- The severity level of your service request
- Cisco product serial number (for the product you think is involved in the issue or interacting with a Solution Support Alliance Partner product in the issue)
- The name of your Cisco solution
- Description of the problem you are experiencing and symptoms (business effects, technology, and so on)

You will then be routed to the appropriate Solution Support engineer team. For complete details, review "Opening a Cisco Solution Support Service Request" on Cisco.com.

Note:

- In some situations, you might not know what product is causing the issue, or if there actually is an issue. You can open a Solution Support case on any Cisco product in your solution deployment entitled to this service. Your engineer will determine if there is an issue and if so, will initiate the issue resolution process.
- If you have a multivendor solution, at any time and for any reason, you can open a product support case directly with a Solution Support Alliance Partner. If it is then determined that the issue is more complex than originally estimated (for example, it involves multiple products), open a Solution Support case on any Cisco product in your solution that interacts with the Solution Support Alliance Partner product and we will step in to begin coordinating your case.

Working with Solution Support Engineers

Standard Work Flow

After you have opened a Solution Support case as described in the prior section, the Solution Support engineer:

- Works with you or, if applicable, your Cisco brand service resale partner.

- Resolves any issues that can be resolved based on their knowledge of the solution through Cisco Validated Designs, reference architectures, configuration best practices, or other expertise, experience, and/or internal information.

If the Solution Support engineer cannot directly resolve the solution issue, the engineer isolates the issue to a product or products and:

- Works with you to open a secondary case using your product support contract entitlement from Cisco and/or, for multivendor solutions, Solution Support Alliance Partner(s) or third-party technology providers.

- Coordinates issue resolution with the Cisco TAC and/or, for multivendor solutions, Solution Support Alliance Partner product support team(s). We provide information about what led to the request for the secondary case, and expert guidance on the solution to help make sure interoperability is maintained between solution products.

Note:

For multivendor solutions:

- Although Cisco is accountable for issue resolution and coordinates with Solution Support Alliance Partner product support team(s), you must pass support entitlement as required by Solution Support Alliance Partners. You must also provide system and case information and access to both Cisco and Solution Support Alliance Partners or third-party technology providers.

- If a Solution Support Alliance Partner product support team cannot resolve the issue and is a member of the Cisco DevNet program, the Solution Support Alliance Partner may open a

service request with the Cisco Developer Support Service for help in isolating and resolving the issue.

Your case remains open and active until you approve it for closure by Cisco.

Alternate Work Flow

For multivendor solutions, the following alternate work flow applies when you first open a product support case directly with a Solution Support Alliance Partner, then determine that the issue involves multiple products and requires Solution Support.

After you have opened a Solution Support case as described in the prior section, notify the Solution Support engineer that you are requesting solution-level support for a product support case previously opened with a Solution Support Alliance Partner. The Solution Support engineer then works with you to become familiar with your case and manages issue resolution from that point forward.

Your case remains open and active until you approve it for closure by Cisco.

Products and Coverage Levels for Named Cisco Service Provider Solutions

The following tables show where Solution Support is available for products in named Cisco service provider solutions and Cisco Validated Designs.

In addition to the following named solutions, Solution Support is available for Cisco hardware or software products that can be used to build a Cisco service provider solution. If these solutions are comprised of products from Cisco and those of our Solution Support Alliance Partners from the tables below, they must contain 50% or more of Cisco products to be eligible for Solution Support.

- **C (core product):** Cisco products covered by the service with Cisco accountable and responsible for product issue resolution. Applicable to multivendor solutions and solutions with only Cisco products.
- **A (Cisco accountable product):** Solution Support Alliance Partner products covered by the service with Cisco accountable and Solution Support Alliance Partners responsible for product issue resolution. Applicable to multivendor solutions only.
- **P (Solution Support Alliance Partner accountable product):** Solution Support Alliance Partner products covered by the service with Cisco coordinating issue resolution and Solution Support Alliance Partners accountable and responsible for product issue resolution. Applicable to multivendor solutions only.

Cisco Service Provider Mobility

Company	Product or Product Family	Coverage	Product Area	Notes
BMC	BMC Cloud Lifecycle Management (CLM)	A	Manage and secure	

Cisco	Cisco 5G-ready Multi-Domain Service Optimization (MDSO)	Core	Mobile Internet/5G	
Cisco	Cisco Mobility Orchestration Gateway (MOG)	Core	Mobile Internet/5G	
Cisco	Security Solutions for MSSPs	Core	Mobile Internet/5G	
Cisco	Cisco Ultra Cloud Core	Core	Ultra Cloud Core	
Cisco	Cisco Unified Domain Center	Core	Ultra Cloud Core	
Cisco	Cisco Ultra Traffic Optimization (CUTO)	Core	Ultra Cloud Core	
Cisco	Ultra Packet Core	Core	Ultra Services Platform	
Cisco	Ultra M	Core	Ultra Services Platform	
Cisco	Cisco Policy Suite	Core	Ultra Services Platform	
Cisco	Cisco Policy Suite for Mobile - PCRF	Core	Ultra Services Platform	
Cisco	Control Plane and User Plane Separation (CUPS)	Core	Ultra Services Platform	
Cisco	Mobile xHaul - Cisco NCS 500 Series Routers	Core	Mobile xHaul	
Cisco	Cisco Crosswork SON	Core	Self-organizing network (SON) suite	
Cisco	Cisco Crosswork User-Centric SON	Core	Self-organizing network (SON) suite	
Cisco	Cisco Crosswork SONFlex	Core	Self-organizing network (SON) suite	
Cisco	Cisco Crosswork SONFlex Studio	Core	Self-organizing network (SON) suite	
Cisco	Cisco Crosswork Situation Manager	Core	Self-organizing network (SON) suite	
Cisco	Cisco PGW Packet Data Network Gateway	Core	Network	
Cisco	Cisco UCS 5108 Blade Server Chassis	Core	Compute	
Cisco	Cisco UCS B-Series Blade Servers	Core	Compute	
Cisco	Cisco UCS C-Series Rack Servers	Core	Compute	
Cisco	Cisco UCS Fabric Extender	Core	Compute	
Cisco	Cisco Intelligent Automation for Cloud	Core	Manage and secure	
Cisco	Cisco UCS Fabric Interconnect	Core	Compute	
Cisco	Cisco UCS Manager	Core	Manage and secure	
Cisco	Cisco Mobility Network Manager (DCNM)	Core	Manage and secure	

Cisco	Cisco ASA 5580 Adaptive Security Appliance	Core	Manage and secure	
Cisco	Cisco UCS Director	Core	Manage and secure	
Cisco	Cisco NAM Appliance 2220	Core	Manage and secure	
Cisco	Cisco Adaptive Security Device Manager (ASDM)	Core	Manage and secure	
Cisco	Cisco WAAS Central Manager	Core	Manage and secure	
Cisco	Cisco Catalyst®	Core	Network	Mobility use only
Cisco	Cisco 7206 Network Processing Engine NPE-G1	Core	Network	Mobility use only
Cisco	Cisco Nexus 5000 and 7000 Series Switches	Core	Network	
Cisco	Cisco Nexus 9000 Series Switches	Core	Network	
Cisco	Cisco Application Centric Infrastructure Fabric	Core	Software	See footnote 1 below
Cisco	Cisco Nexus 1000v	Core	Software	
Cisco	Cisco Virtual Security Gateway	Core	Software	
Cisco	Cisco Wide Area Application Services (WAAS) and Virtual Wide Area Application Services (vWAAS)	Core	Software	
Cisco	Cisco Unified Presence Client	Core	Software	
Cisco	Cisco UCS Invicta	Core	Storage	Acquisition company: Whiptail
Cisco	Cisco MDS	Core	Storage	
Ivanti (formerly AppSense)	AppSense Environment Manager or Management Center	A	Manage and secure	
Metaswitch	VoLTE/VoWiFi	A	Software	
NetNumber	Titan HLR, HSS, SDR, EIR	A	Software	
Netrounds	Netrounds Control Center Netrounds Active Test Agents	P	Software	Network services orchestrator
Opanga	Cisco Ultra Traffic Optimization (CUTO)	P	Software	
Red Hat	Red Hat eNovance Service Provider Cloud	P	Software	See Coverage Limitations and Exclusions for Cisco Service Provider solutions. Recent Red Hat acquisition; product may be direct from eNovance.
Red Hat	Red Hat Enterprise Linux (RHEL)	A	Software	

Red Hat	Red Hat Enterprise Linux for SAP	A	Software	
Red Hat	Red Hat Enterprise Linux OpenStack Platform	P	Software	See Coverage Limitations and Exclusions for Cisco Service Provider solutions
Red Hat	Red Hat Ceph InTank	P	Software	Best effort, limited coverage
Red Hat	Red Hat Enterprise Virtualization (RHEV)	A	Software	
SUSE	SUSE Cloud	P	Software	See Coverage Limitations and Exclusions for Cisco Service Provider solutions
SUSE	SUSE Linux Enterprise Server	A	Software	
SUSE	SUSE Linux Enterprise Server for SAP Applications	A	Software	
VMware	VMware vSphere	A	Software	May also be core if supported by Cisco
VMware	VMware vCenter	A	Software	May also be core if supported by Cisco
VMware	VMware vSAN	P	Software	Coverage limited by Cisco experience with product
VMware	VMware View	A	Software	
VMware	VMware vCloud	A	Software	
Zenoss	Zenoss Service Assurance	P	Software monitoring	

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[1] Cisco Solution Support for SP Mobility coverage of the Cisco Nexus 9000 Series Switches is limited to the Cisco Nexus 9300 and Cisco Nexus 9500 platform switches in standalone mode without the Cisco Application Centric Infrastructure (ACI) fabric software licenses. Cisco Solution Support for SP Mobility does **not** cover the Cisco Application Policy Infrastructure Controller (APIC) or Mobility solution fabric software licenses.

A separate service, Solution Support for ACI, covers the Mobility solution fabric, which consists of the Cisco Nexus 9000 Series Switches. Solution Support for ACI includes product support with deliverables equivalent to Cisco Smart Net Total Care and covers the Cisco APIC for Mobility solution software licenses and interfaces with third-party products and applications, as well as interoperability troubleshooting, which addresses Layers 4 through 7 services, orchestration, network management, applications, and virtualization that uses (1) Cisco APIC-related APIs, (2) third-party APIC-related APIs; or (3) APIC-registered device packages.

Solution Support for ACI does not include product support for Solution Support Alliance Partner hardware or software products. Support agreements for these components are between the customer and Solution Support Alliance Partner.

Cisco Service Provider Network Function Virtualization

Company	Product Name	Coverage	Product Area	Notes
Canonical	Canonical Ubuntu OpenStack	P	Software	See Coverage Limitations and Exclusions for Cisco Service Provider solutions
Canonical	Canonical Ubuntu Server LTS	P	Software	
Cisco	Cisco Virtualized Infrastructure Manager (VIM)	Core	Manage and Storage	
Cisco	Network Services Orchestrator (NSO)	Core	Software	
Cisco	Elastic Services Controller (ESC)	Core	Software	
Cisco	WAN Automation Engine (WAE)	Core	Software	
Cisco	Virtual Topology System (VTS)	Core	Software	
Cisco	Virtual Packet Core (VPC)	Core	Software	
Cisco	Virtual Managed Service (VMS)	Core	Software	
Itential	Itential Pronghorn Platform	P	Software/Network	
Red Hat	Red Hat Enterprise License	A	Software	
Red Hat	Red Hat Enterprise Linux OpenStack® Platform	A	Software	
Zenoss	Zenoss Service Assurance	P	Software Monitoring	

Coverage Limitations and Exclusions for Cisco Service Provider Solutions

This document defines Solution Support for Cisco service provider solutions. Base functionality of the listed products in "Products and Coverage Levels for Named Cisco Service Provider Solutions" is covered by this service. However, there are instances where specific product capabilities implemented by you are not covered by Solution Support. Solution Support Alliance Partners not listed in "Products and Coverage Levels for Named Cisco Service Provider Solutions" are outside the scope of Solution Support coverage eligibility. Therefore, unless specifically listed, it should not be assumed that all licensed technologies related to listed products are covered by this service.