



## Cisco Unified Computing Support and Warranty Services

### Maintain Optimal Uptime and Availability

Cisco® Unified Computing System provides the foundation for a broad spectrum of virtualization initiatives that can reduce equipment and operating expenses, consolidate resources, and automate data center processes.

The more benefits you realize from the Cisco Unified Computing System, the more important the technology becomes to your business. If an issue arises, you want support from dedicated specialists who have in-depth expertise in virtualized data center environments, server hardware and software, and unified computing technology. You can be confident that you are covered with Cisco® Unified Computing Support and Warranty Services. Augmenting the Cisco Unified Computing System warranty, Cisco's award-winning support services help you increase uptime, quickly resolve issues, and get the most from your unified computing investment.

Cisco Unified Computing Support and Warranty Services include basic warranty coverage (the Cisco Unified Computing Warranty) and three additional options:

- Unified Computing Warranty Plus
- Unified Computing Support Service
- Unified Computing Mission-Critical Support Service

## Unified Computing Warranty

Your Cisco Unified Computing System is backed by a warranty that includes three-year parts coverage and next business day (NBD) parts replacement eight hours a day, five days a week. The basic warranty also includes a 90-day software warranty on media and ongoing BIOS and driver updates, available from Cisco.com.

## Unified Computing Warranty Plus

For faster parts replacement than is provided with the standard Cisco Unified Computing System warranty, you can purchase the Cisco Unified Computing Warranty Plus. This option offers several levels of advanced parts replacement coverage, including onsite parts replacement in as little as two hours. You also gain anytime remote access to Cisco support professionals who can determine if a return materials authorization (RMA) is required.

## Unified Computing Support Service

This service provides expert support for your entire Cisco Unified Computing System, providing sustainable performance and availability in your data center operations. Plus, you can download software updates and upgrades for the Unified Computing Server Manager (UCSM), receive proactive diagnostics, real-time alerts, and around-the-clock access to the award-winning Cisco Technical Assistance Center (TAC) from anywhere in the world. Our support engineers have a wide range of industry certifications, including VMware, Red Hat, Novell, and Microsoft certifications. As a result, Cisco engineers help you resolve identifiable and reproducible problems, using established escalation management procedures to enlist specialized expertise from Cisco and selected third-parties where necessary. The service also includes flexible hardware replacement options, ongoing updates of Cisco software, and access to online technical resources to help you maintain optimal efficiency and uptime of your unified computing environment. If you purchase your server operating system or virtualization software from Cisco, we will also provide 24-hour support for this third-party software.

## Unified Computing Mission-Critical Support Service

If you are operating critical business applications within the unified computing environment, we offer the Cisco Unified Computing Mission-Critical Support Service option. It includes everything in the Unified Computing Support Service and in addition includes direct access to Cisco engineers who understand your environment and an assigned technical account manager to provide a single point of contact for all your support issues. You also have the option of bringing a field engineer onsite to help you proactively ensure your system operates efficiently and address situations that could impact system availability.

Table 1 summarizes the service details for the various support and warranty options.

**Table 1.** Service Details for Cisco Unified Computing Support and Warranty Options

Activities and Deliverables	Benefits
<b>Unified Computing Warranty:</b> <ul style="list-style-type: none"> <li>· Three-year parts coverage</li> <li>· NBD parts replacement eight hours a day, five days a week</li> <li>· 90-day software warranty on media</li> <li>· BIOS and driver updates</li> </ul>	<ul style="list-style-type: none"> <li>· Reliable parts coverage for noncritical implementations</li> </ul>
<b>Unified Computing Warranty Plus:</b> <ul style="list-style-type: none"> <li>· Multiple onsite parts replacement options:               <ul style="list-style-type: none"> <li>– Parts replaced NBD eight hours a day, five days a week</li> <li>– Parts replaced within four hours, eight hours a day, five days a week</li> <li>– Parts replaced within four hours, 24 hours a day, seven days a week</li> <li>– Parts replaced within two hours, 24 hours a day, seven days a week</li> </ul> </li> <li>· Worldwide remote access to Cisco 24 hours a day, seven days a week to determine if RMA is required</li> </ul>	<ul style="list-style-type: none"> <li>· Increased availability of unified computing resources and infrastructure</li> <li>· Peace of mind in critical environments through knowledge that hardware will be fixed in as little as two hours</li> <li>· Fast, accurate onsite hardware repair from expert unified computing engineer</li> </ul>
<b>Unified Computing Support Service:</b> <ul style="list-style-type: none"> <li>· Global access to Cisco TAC 24 hours a day, seven days a week</li> <li>· Downloadable software updates and upgrades for UCSM</li> <li>· Flexible onsite parts replacement options:               <ul style="list-style-type: none"> <li>– Parts replaced NBD eight hours a day, five days a week</li> <li>– Parts replaced within four hours, 24 hours a day, seven days a week</li> </ul> </li> <li>· Cisco Smart Call Home proactive diagnostics, real-time alerts, and remediation for issues on Cisco devices supporting the Cisco Unified Computing System</li> <li>· Ongoing updates and upgrades to Cisco software</li> <li>· Access to Cisco.com for technical databases, resources, and tools</li> <li>· Support for third-party software 24 hours a day, seven days a week required if purchased from Cisco</li> </ul>	<ul style="list-style-type: none"> <li>· Improved uptime and performance of your Cisco Unified Computing System through anytime access to vital technical support and resources</li> <li>· Expert assistance from skilled support engineers with extensive training in complex, virtualized environments and the Cisco Unified Computing System</li> <li>· Fast, accurate onsite hardware repair from expert unified computing engineer</li> <li>· Ability to proactively identify and diagnose hardware issues before they affect critical applications</li> <li>· Ability to maintain strong system security and the latest feature set through ongoing software updates</li> <li>· Easy support contract management with the ability to cover unified computing hardware, operating systems, and virtualization software with a single contract</li> </ul>

Activities and Deliverables	Benefits
<p><b>Unified Computing Mission-Critical Support Service:</b></p> <ul style="list-style-type: none"> <li>• Direct access to Level 2 Cisco engineer to rapidly isolate and resolve issues</li> <li>• Assigned technical account manager</li> <li>• Optional support from onsite field engineer</li> <li>• Global access to Cisco TAC 24 hours a day, seven days a week</li> <li>• Downloadable software updates and upgrades for UCSM</li> <li>• Flexible onsite parts replacement options: <ul style="list-style-type: none"> <li>– Parts replaced NBD eight hours a day, five days a week</li> <li>– Parts replaced within four hours, 24 hours a day, seven days a week</li> </ul> </li> <li>• Proactive diagnostics and real-time alerts of Cisco Unified Computing System issues through Smart Call Home</li> <li>• Ongoing updates and upgrades to Cisco software</li> <li>• Access to Cisco.com for technical databases, resources, and tools</li> <li>• Optional support for third-party operating system and/or virtualization software 24 hours a day, seven days a week</li> </ul>	<ul style="list-style-type: none"> <li>• Fast resolution of issues through immediate access to a high-level support team that already knows your environment and has extensive experience in complex data center implementations</li> <li>• Enhanced operational support through a Cisco technical account manager who manages all your service requests and provides recommendations to improve efficiency and avoid future issues</li> <li>• Improved uptime and performance of mission-critical unified computing resources through anytime access to vital technical support and resources</li> <li>• Fast, accurate onsite hardware repair and technical support from expert unified computing engineer</li> <li>• Ability to proactively identify and diagnose hardware issues before they affect critical applications</li> <li>• Maintenance of strong system security and the latest feature set through ongoing software updates</li> <li>• Easy support contract management with the ability to cover unified computing hardware, operating systems, and virtualization software with a single contract</li> </ul>

## Benefits

Cisco Unified Computing Support and Warranty Services help you to increase the availability of your vital data center resources and realize the most value from your unified computing investment. These services help you:

- Optimize the uptime, performance, and efficiency of unified computing systems
- Protect your vital business applications and resources by rapidly identifying and addressing issues
- Strengthen in-house expertise through knowledge transfer and mentoring
- Improve operational efficiency by allowing Cisco Unified Computing System experts to augment your internal staff resources
- Improve business agility by diagnosing potential issues before they affect your operations

## Why Cisco Data Center Services?

Today, the data center is a strategic asset in a world that demands better integration among people, information, and ideas. Your business and your data center work better when technology products and services are aligned with your business needs and opportunities. Using a unique, network-based perspective and a unified view of data center assets, Cisco and our industry-leading partners deliver services that accelerate and optimize your data center transformation. Cisco takes an architectural approach to help you efficiently integrate and manage data center resources and improve the performance and availability of your vital business applications. Cisco Unified Computing Support and Warranty help you reduce costs, operate more efficiently, and better meet your service level agreements.

## Availability

Cisco Unified Computing Support and Warranty Services are widely available. Check with your local Cisco representative for availability in your area.

## For More Information

For more information about Cisco Unified Computing Services, visit: [www.cisco.com/go/unifiedcomputingservices](http://www.cisco.com/go/unifiedcomputingservices).

To learn more about our comprehensive portfolio of Cisco Data Center Services, visit [www.cisco.com/go/dcservices](http://www.cisco.com/go/dcservices) or contact your Cisco service account manager.



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