

Solution Brief

OneCall Support for Cisco Technologies

Real-time assistance powered by the expertise of Insight

Insight OneCall™ Support Services for Cisco brings the extensive resources of Cloud + Data Center Transformation (CDCT), a division of Insight, to bear on any issues you encounter with your Cisco technologies, enabling fast and effective incident resolution. Attentive service and the same cumulative engineering knowledge that was used to design and implement your solutions are available through a convenient, single point of contact.

Consequently, there is immediate and ongoing ownership of any issues in your data centers, integrated systems, and heterogeneous environments until they are successfully resolved. The result is greater reliability and availability with fewer calls, without lengthy response times or complex contract administration, and with no additional costs added to standard vendor support. This means your IT group is free to focus on business outcomes and growing revenue.

OneCall for Cisco has a proven ability to support converged and hyperconverged solutions incorporating multiple technologies from different companies including NetApp® FlexPod®, Pure Storage® FlashStack™, and Nutanix™ on Cisco UCS®.

Working as an extension of your team, our integrated and comprehensive approach provides:

- Cost-effective, real-time support and accelerated issue resolution
- Streamlined access to support engineers with no triage
- Support for converged/hyperconverged solutions built on technology from multiple companies
- Holistic and proactive assistance
- Three 24/7 active/active/active support centers
- Multiple communication routes (phone, email, portal)
- Dedicated escalation channels
- Single-source accountability including escalation to vendor contacts as needed
- Defined and published service levels
- Full visibility through web-based tools for opening/tracking issues
- Flexible support services such as remote systems and network management
- No-cost virtual Cisco monitoring appliance installed for:
 - System logging and troubleshooting
 - Backups of device configurations
 - Restoration of device configuration data
 - Maintaining device inventory with details on contract number, serial number, maintenance, and configurations
 - Remote assessments for security, voice, and QoS
 - Remote management for updates, upgrades, and maintenance
- Improved insight into your environment through regular performance and support call trend reviews

A leader in Cisco support



Cisco Gold
certified partner

Cisco Data Center Unified Computing

Authorized Technology Partner



One of the first solution providers to achieve
**Cisco Data Center
Architecture**
authorization

Support for

15,000+

infrastructure systems
in 60 countries



Support for
40,000+
end-user devices

Our 225 certified, U.S.-based IT engineers organized in four support tiers resolve more than 1,500 incidents per month across 3,300 arrays and multiple technology providers for our clients, freeing up IT staff to focus on strategic initiatives. We also provide preventative support through audits and assessments, and advanced training courses to help maximize uptime and productivity.

Comprehensive support for Cisco solutions

Service feature	Cisco Smart Net	OneCall
Phone and email support	✓	✓
Break/fix troubleshooting	✓	✓
Full 24/7 monitoring options	✓ ¹	✓
Guaranteed 30-minute response for critical issues	✓	✓
Multivendor support options		✓
24/7/365 U.S.-based staff coverage		✓
Personalized service		✓
Engineering services		✓
Direct access option for efficient troubleshooting		✓

¹ For large enterprises only.



Meaningful solutions driving business outcomes

We provide expert guidance on cloud integration and data center transformation to organizations of any stage or maturity. By holistically supporting the adoption of new technologies, we enable companies to meet business challenges, improve service levels and efficiency, support growth, and reduce risk.

Learn more at: datalink.com | insight.com

© 2018 Datalink, a division of Insight. All rights reserved. Insight OneCall™ is a trademark of Insight Direct USA, Inc. in the U.S. and/or other countries. Cisco® is a registered trademark of Cisco Systems, Inc. in the U.S. and/or other countries. All other trademarks are the property of their respective owners. OC-CT-SB-4.0.10.18