Cisco Solution Support for Application Centric Infrastructure

CENTRALIZED SUPPORT FOR COMPLEX ENVIRONMENTS

Cisco® Application Centric Infrastructure (ACI) is an innovative architecture that radically simplifies, optimizes, and accelerates the entire application deployment lifecycle.

Multiple hardware and software vendors come together to deliver the benefits of an open programmable infrastructure with Cisco ACI. Understanding which vendor to turn if an issue arises, or resolving that issue while considering interoperability across the Cisco ACI ecosystem, should not be a guessing game for you or drastically affect your IT team's time and resources. Traditional product support does not give the solution-level perspective you need to resolve systemwide issues. Expedient and expert solution-level support must be available to maximize uptime, helping you consistently benefit from Cisco ACI technology. Cisco Solution Support can help.

Cisco Solution Support for ACI provides Cisco expert engineers who manage resolution for any issue with any vendor in your Cisco ACI ecosystem. By offering centralized coordination and cross-domain expertise, Cisco Solution Support reduces your time and effort to resolve complex issues. Reliability and performance are increased, helping you get the most out of your technology investment.

Why Is Cisco Solution Support for ACI Essential?

Industry shifts are redefining IT at all levels. IT as a service (IaaS) is supplanted by applications as a service. Box-centric management models are migrating to application-centric management. Business agility requires application agility, and IT teams need to provision applications in hours instead of months. Resources need to scale up (or down) in minutes, not hours.

Cisco ACI responds through a holistic architecture with centralized automation and policy-driven application profiles, delivering software flexibility with the scalability of hardware performance. When considering the move to Cisco ACI to achieve these benefits, ask yourself:

- Do you have the staff and resources to determine what might be happening if there is a problem?
- Do you have time to coordinate multiple vendors to get your issue resolved while keeping an eye on interoperability?
- Could you afford downtime, losing access to your mission-critical data while you are juggling vendors to resolve your issue?

With Cisco Solution Support, we are accountable for case management and vendor coordination, freeing your IT team and resources for more strategic initiatives.

Centralized support for your Cisco ACI ecosystem

What Is the Value to You?

Cisco Solution Support for ACI is a powerful combination of solution-level and product support equivalent to that of Cisco Smart Net Total Care Service. It helps you transition from legacy "box-to-box" deployment of business applications to automated delivery and mitigate issues quickly and efficiently, which can help you reduce operating expenses, speed adoption of Cisco ACI technology, and realize the full value of your technology investments. Cisco Solution Support for ACI provides:

- Interoperability troubleshooting of the Cisco ACI ecosystem, offering a holistic approach that fixes your problem quickly and efficiently

- A primary contact from Cisco with deep experience across Cisco ACI ecosystem technologies isolates issues in the Cisco ACI fabric for efficient case management with third-party vendors

- End-to-end case management, making sure of continuity of service from first call to resolution

How It Works

Cisco Solution Support for ACI features Cisco experts specifically trained in Cisco ACI ecosystem technologies. It fast-tracks technical support between Cisco and Cisco ACI ecosystem vendors through an industry-standard framework, recognized code of conduct, and established processes to resolve issues across all components in your Cisco ACI ecosystem.

Whether you think you know where your problem lies or you only suspect there is an issue, simply call Cisco. Our solution-focused engineers will work to quickly isolate and resolve your problem, regardless of which technology is involved. We will coordinate with Cisco ACI ecosystem vendors during resolution, helping make sure interoperability is maintained for your system.

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You contact Cisco Solution Support at our toll-free number	A Cisco solution expert assesses your issue and determines the right course of action: immediate resolution or engaging one or more product support teams	Cisco coordinates product support teams as needed to manage issue resolution	Cisco stays with you until your issue is resolved, then you are on your way
		Northbound APIs	
		Southbound APIs	

Cisco Solution Support for Big Data streamlines the issue resolution process.

In addition, at any time and for any reason, you can still directly contact any of your product vendors within your Cisco ACI ecosystem for support. If it is then determined that Cisco Solution Support is a better way to address your issue, we will step in to begin coordinating your case.

Next Steps

Cisco ACI helps you run networks that can be deployed, monitored and managed in a way that supports rapid application change. Successful adoption and acceleration of Cisco ACI are dependent on multiple factors, one of which is support. To learn more about how Cisco Solution Support for ACI can help you, contact your local Cisco representative and visit Cisco Solution Support on cisco.com. For details about additional Cisco Services for Cisco ACI, read the solution overview.