



Global Services Alliances At-A-Glance for Cisco Customers

Collaboration That Improves Support Throughout Your Network's Lifecycle and Around the World

At-A-Glance



Global Services Alliances can provide you with a consistent level of IT support worldwide—throughout the network lifecycle.

Global Services Alliances

Cisco® Global Services Alliance combine the forces of Cisco and our highly-qualified strategic partners to offer your organization consistent and effective IT support throughout the network lifecycle. The alliance improves collaboration and alignment between Cisco and these partners, so we can deliver better services to you. With the partner's unique understanding of your business, plus deep network expertise from Cisco, you have the support you need for maximum network uptime.

Global Services Alliance Partners

Currently, four strategic global partners have joined with Cisco in Global Services Alliance contractual agreements:

- Dimension Data
- HP
- IBM
- Orange Business Services (OBS, formerly Equant)

These partners have a solid international presence and meet strict Cisco channel certifications.

Why Were Global Services Alliances Created?

These alliances were created because our global and multinational customers requested that Cisco take a more active role in service delivery. Previously, we had limited visibility into the networks of our customers, due to the nature of how the business relationships were constructed.

But now, the Global Services Alliances enable a new service delivery model, where both your partner and Cisco Services better understand your business and goals and together plan your service strategy and co-deliver the services. With aligned services across the network lifecycle, your success with Cisco technology is increased.

Working With Cisco Global Services Alliance Partners

Cisco and the Global Services Alliance partners collaborate on your business by:

- Aligning strategies to serve you best
- Developing specific solutions for you
- Using efficiencies in contract administration and management to simplify service delivery

You benefit from consistent, effective delivery of services that extends across different geographic regions and multiple technologies. And success with Cisco technology is increased through:

- Lifecycle Services—from business case to deployment, through operations and continual performance improvement
- Consistent global services delivery
- Collaborative Services, which bring together the complementary strengths of Cisco and our qualified partners
- Streamlined business processes to simplify service delivery to you



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You benefit from a consistent, effective delivery of services that extends across different geographic regions and multiple technologies.

Collaborative Services

Collaborative Services bring together the complementary strengths of Cisco and our qualified partners to deliver a consistently excellent service experience. These joint service offerings combine Cisco's networking expertise and best practices together with the partner's business knowledge and personalized service. Customers benefit from accessible partners who understand their business needs, while taking advantage of Cisco's proven methodologies, worldwide resources and tools. Through this collaborative approach, customers get assurance from Cisco with single-source accountability from the

partner. Collaborative Services are designed to address needs across the network lifecycle, giving customers "the best of both worlds" from Cisco and our partners.

The Collaborative Services that are being sold by Cisco Global Services Alliance partners are part of the Operate phase of the Lifecycle. Services for the other phases of the network lifecycle are currently in development.

Collaborative Services Available Today

- Dimension Data Uptime powered by Cisco Services
- HP Network Support together with Cisco Services (U.S. only)
- IBM managed maintenance solution for Cisco products
- Orange Business Services Maintenance with Cisco Services

For More Information

To learn more about Global Services Alliances and Collaborative Services, call your Cisco Service Account Manager.