

Keystone Essential Services for Cisco

Support for your people, technology and business

With technology becoming increasingly complex and the business demanding more than ever, an IT leaders' need to drive operational efficiency and focus limited resources on the most relevant and strategic projects has never been greater.

Keystone Essential Services for Cisco combines a comprehensive portfolio of integrated technical support, as well as maintenance and mentorship services for your resources.

Keystone's goal is to unleash our client's potential by managing their day-to-day interruptions allowing clients to focus on business impacting projects.



Maintain Service Availability	Proactively Manage IT Assets	Future Planning
<ul style="list-style-type: none"> • 24x7 live answer voice support • Advanced hardware replacement (optional onsite) • Access and guidance for software downloads • Critical software notifications 	<ul style="list-style-type: none"> • Configuration mentorship • Vendor escalation & management • Deeper insight into operational risks and serviceability* 	<ul style="list-style-type: none"> • Contract management • Monthly service reporting* • Business Technology Review* • Client relationship manager*
Support for your Technology	Support for your People	Support for your Business

Keystone Services are Industry Proven

- Ranked within Top 20 Cisco managed services providers globally
- CCIE certified resources
- Tier 1, 2 and 3 support
- ITIL based delivery
- Over 30,000 devices supported
- CompTIA managed service trustmark
- Top 6% globally recognized award-winning MSP by MSPmentor



Softchoice Keystone Services Simplifies Complexity

"Keystone allows me to have one stop shopping for technical support for my Cisco devices without having to wade through individual service contracts should an issue arise. Having Keystone already know my network topology is invaluable as they already know how the pieces fit together without me having to explain it every time. This saves time to resolution."

Source : Network Administrator, State & Local Government

*Service availability determined by contract size, please contact your account manager for further details

Keystone Essential Services for Cisco

Keystone Essential for Cisco - Features at a Glance

Support for your Technology: Maintain Service Availability

Clients find comfort knowing the Softchoice Keystone team knows the environment and is behind them every step of the way including:

- **Remote troubleshooting**
- **Standardized onboarding process** to ease transition to an operational state based on ITIL practices
- **Unlimited 24X7 live answer** & multi-channel support (phone, web & email)
- **Centralized North American support team** providing global coverage
- **Incident and problem management** to resolve issues related to a client's Cisco infrastructure
- **Enhanced reporting for hardware, software and contract management***



Support for Your People: Proactively Manage IT Assets

We help you proactively manage your IT assets by simplifying vendor management as well as asset management and by sharing practical, technical knowledge gained over many years of experience by Softchoice's deep pool of technical resources.

- **Configuration Mentorship**
 - Formal access to large technical community for quick questions
 - Benefit from knowledge of a client's business and IT environment
 - Lessons learned and shared best practices to optimize your investment
- **Escalation management within Cisco support and product teams**
- **Prioritization within Cisco** to senior resources to quickly resolve issues
- **Deeper insight into operational risks and serviceability***
 - Proactive Inventory Visibility - gain more precise and accurate inventory detail simplifying and accelerating the renewal process
 - Quickly identify uncovered devices and avoid risk of extended downtime due to lack of support
 - Gain insight into the level of change occurring within the network - planned or not
 - Receive advanced notice of key EOX dates associated with supported infrastructure to support business planning and budgeting processes



Support for your Business: Future Planning

Optimize your IT investment and gain insight for future planning.

- **Contract Management**
 - Co-termination & consolidation of contracts
 - Device coverage validation
 - Ongoing inventory and contract maintenance
- **Monthly Service Reporting**
 - Monthly call volume and resolution summary report
 - Evaluate serviceability through code analysis to isolate IOS fragmentation*
 - Minimize exposure to high risk by prioritizing identified critical vulnerabilities*
- **Business Technology Review***
 - Identify and align technology solutions to business outcomes
 - Led by a highly-tenured Softchoice Solutions Architect
- **Client Relationship Manager*** to act as primary point of escalation and ongoing touch points



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