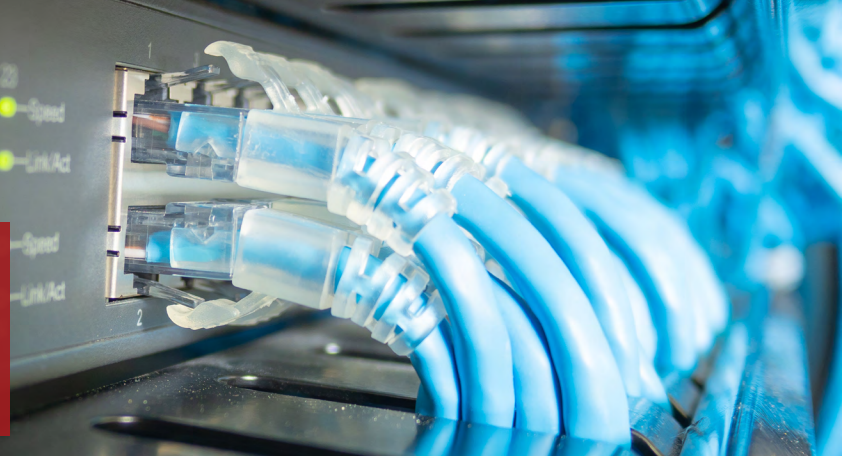




Cisco Network Services & Support



Top Gun Technology provides Mission Critical Support Services® to Fortune 1000 companies by leveraging its OverWatch™ framework that digitally connects technology, service operations, engineering and global logistics. Within this framework, Top Gun's TPM 2.0™ program delivers agile maintenance and support solutions explicitly designed for complex networking, hybrid-compute and storage environments. Top Gun Technology is recognized as an engineering-led firm that clients trust to support their most critical technologies spanning the data center to the network's edge. **Proven, Trusted and Reliable**™.

TPM 2.0 support optimizes performance, availability and resiliency of your Cisco network infrastructure. Top Gun's Cisco Network Solutions Portfolio offers a comprehensive range of technical support options, consulting services and cost-effective hardware solutions.

Request a courtesy TrueView™ Analysis that will reveal the most reliable and cost-effective strategy to support your Cisco network's core and edge devices.

### Support for Cisco Product Families

- Cisco Edge & Core Routers
- Cisco Catalyst Switches
- Cisco Nexus Switches
- **Cisco Models Supported**

### Cisco EoSL Announcements

Bookmark **Cisco End-of-Life Notices**. As Cisco announces support changes, stay prepared to transition support to Top Gun's services.

## Cisco Network Service Highlights

- 24/7 access to Top Gun L3 Network Engineers
- Global network of 1,100 Top Gun Certified field technicians for onsite support
- Digital connections and automated workflows
- Strategic sparing solutions aligned to your geographic footprint and SLA requirements
- ServiceNow® connectivity with case management, asset tracking and contract services platform
- Service management based on ITIL 4 practices
- Preventative services that proactively avoid business disruption
- TrueView Advisory that reveals an optimal combination of Cisco and Top Gun support
- Transitional services tailored to your operation and timeline

## Focused on Value Creation

- Reduce operating and capital expenditures by extending the life of your network hardware investments
- Recognized value from hardware distribution densities
- Achieve global service consistency
- Meet your changing demands with an agile service delivery model
- Gain control over network upgrades and refresh cycles
- Reallocate funds and resources to higher-value initiatives
- Increase performance and compress resolution times
- Succeed with a veteran-owned, financially independent company



## OverWatch Service Delivery Framework

Top Gun strategically integrates engineering, automation, analytics and personalization for faster, more effective recovery to help keep critical business operations running and proactively avoid disruptions.

### Digital Automation

- Unparalleled digital integration across all service processes
- Support for multiple ITSM connections
- Cross-functional data routing for increased visibility and accuracy

### Service Management

- ServiceNow
- Incident management
- Automated escalations
- Real-time visibility
- Transition management
- Asset management
- Contract management

### L3 Engineering

- 24/7 Global support
- Directly connect with L3 Engineering
- Root cause analysis
- Remediation planning
- Engaged until resolution
- Dedicated Tier II R&D

### Field Operations

- Strategic sparing
- Secure warehousing
- Global logistics
- Monitored transports
- Shared visibility

## Enhanced Value with IT Enablement Solutions

Get the most value from your Cisco Network solution by engaging Top Gun to help you accelerate projects and tackle asset lifecycle changes. Whether a need for day-to-day tasks or turnkey project delivery, Top Gun is a natural extension to your team. As a multi-platform global services provider, Top Gun is your single partner, not only for your Cisco network hardware but, for all of your mission critical technologies.

- Data migration services
- Managed IMAC (Installs, Moves, Adds and Dispatch)
- Data erasure and disposition services (**ITAD**)
- Hardware buyback, trade-ins and upgrades
- Site audit services
- **Wireless surveys**
- Performance and capacity planning
- Data Center Relocations

### Additional Resources

- **TrueView** Optimization Assessment
- **EoSL Announcements & Library**
- Follow **Top Gun at LinkedIn**
- **Technical Blogs**
- **Case Studies**
- Supported Technologies:
  - **Server**
  - **Storage**
  - **Network**
  - **Software/OS**

### Contact Details

- **Request Dialogue or Quote**
- IUS Phone: 888-8-TOPGUN (867486)
- OUS Phone: +1-952-226-9700
- Email: sales@topgun-tech.com
- Fax: +1-952-955-7433
- Website: **www.topgun-tech.com**

**Global HQ**  
5500 Cottonwood Lane  
Prior Lake, MN 55372 USA

**Proven. Trusted. Reliable.**

**MISSION CRITICAL SUPPORT SERVICES®**

