Drive to 9
PDI Help Desk Support Flow

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About PDI and Process flow

PDI Help Desk (PDI-HD) is a 12 x 5 global support organization which addresses the need for proactive support required by Cisco Partners in the complex tasks of Planning, Design and Implementation (PDI) of Cisco solutions.

PDI Help Desk helps 'Fill The Gap' between existing support functions for Presales (Account Team, Inside Sales, WW Partner Helpline) and In-Production (TAC) support.

Some of the services available from PDI Help Desk include:

- Upgrade and migration planning
- Network design reviews
- Capacity and scalability advice
- Initial setup and troubleshooting
- Configuration and feature integration

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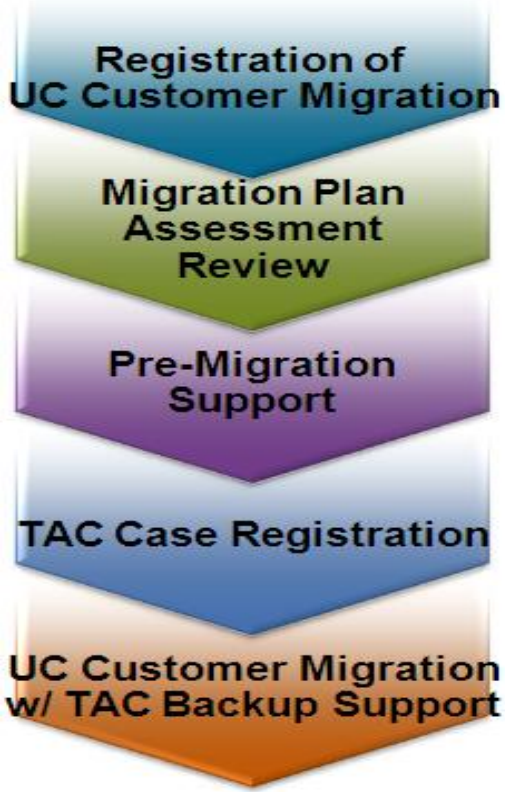
PDI Help Desk Support



Partner registers a Collaboration Customer migration opportunity (www.cisco.com/go/pdihelpdesk)

Partner gather and provides data to Cisco team. Cisco team reviews.

Partner and Cisco review plans to maximize partner success

Pre-migration plan involves creation of pro-active TAC case

Open TAC case provides faster escalation avenue

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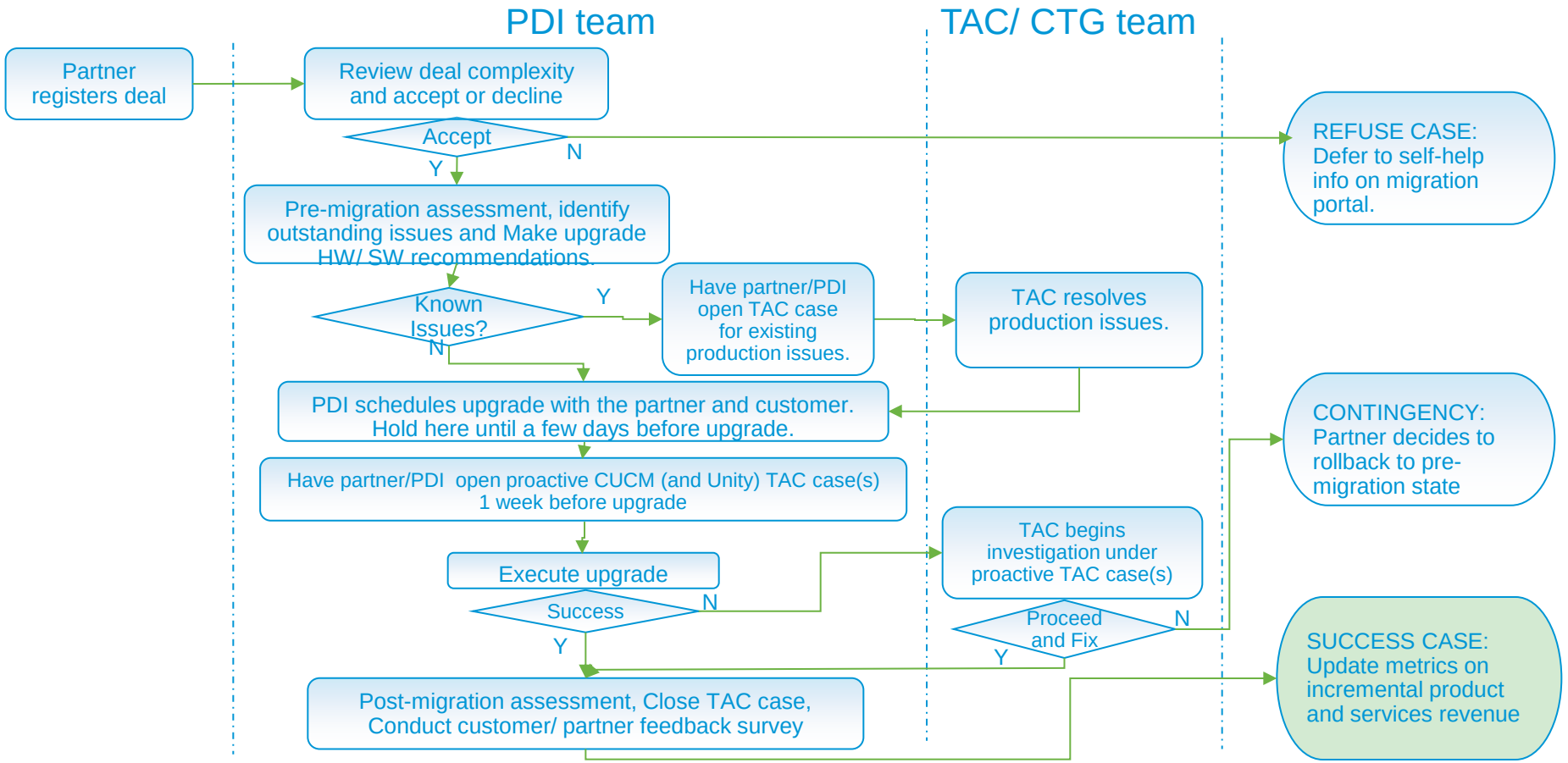
PDI Drive to 9 Migration Program Process Flow



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Thank you.