

Accelerate your success by improving productivity, increasing operational efficiency, and extending the life of your network assets with Cisco SMARTnet support.

Cisco® Technical Support Services help protect your network investment by enabling you to extend and enhance the operational lifetime of your Cisco networking devices and Cisco IOS® Software. Cisco Technical Support Services such as Cisco SMARTnet® and Cisco SMARTnet Onsite support help enable improved productivity and can increase operational efficiency by complementing your in-house resources with world-class networking expertise. Cisco SMARTnet support can maximize availability and minimize risks for systems running mission-critical applications by delivering:

- Ongoing Cisco IOS Software updates, allowing you to efficiently evolve your network infrastructure to address the needs of an ever-changing business environment
- Rapid hardware and Cisco IOS Software technical problem resolution with 24-hour, global access to an extensive team of expert technical engineers to help resolve your network problems—online or on the telephone
- Knowledge transfer of Cisco expertise, to enhance in-house technical skill levels
- Advance hardware replacement, to help reduce the risk of network downtime
- Registered access to an array of powerful online tools, allowing you to more quickly address common network problems
- Around-the-clock access to comprehensive technical information and a collection of configuration, installation, troubleshooting, and service request management tools
- A broad base of expertise in networking technology, including voice, video, and data communications

In addition, Cisco SMARTnet Onsite support provides your company with the added assurance of a trained field engineer to install replacement parts at your site. You can choose from the same four delivery options as Cisco SMARTnet support (Table 1). An onsite field engineer will arrive within the preselected timeframe to install the equipment.

Awards for Cisco Technical Support Services:

| | | | |
|--|---|--|---|
|  |  |  |  |
| Cisco TAC Web The Best Web Support Sites Association of Support Professionals | Cisco CCIE Best Overall Certification P program CertCities.com First Annual Readers Choice Awards Winners | Advance Replacement Sparing Top Ten Significant Improvements in Service Management Award Association of Field Service Management International | Advance Replacement Service Dispatch 2002 Best Overall Supply Chain Award Logistics Europe Magazine 2002 High-Tech & Electronics Supply Chain Excellence Award Logistics Europe Magazine |

Protect Your Network Investment with Reliable, Day-to-Day Network Support and Prompt Resolution to Critical Network Issues

Increasing Return on Investment

Major, minor, and maintenance updates of Cisco IOS Software with new functions and patches are an ongoing, integral part of your network maintenance program. Device stability and efficiency improvements can enable you to increase your return on investment (ROI) by reducing operational costs. Cisco IOS Software is currently running on more than 10,000 networks worldwide, giving Cisco engineers a broad base of expertise when it comes to addressing potential network problems.

Reducing Cost of Network Ownership and Operations

Cisco.com and the Cisco TAC provide on-demand access, online and via telephone, to superior technical expertise and resources. With more than 1000 customer support engineers on staff, 390 CCIE® certified professionals, and access to 13,000 research and development engineers, Cisco TAC can effectively augment your operations staff to help you increase productivity and help reduce operating expenditures with minimal risk.

Increasing Customer Satisfaction

Advance replacement and onsite field engineer options supply fast access to replacement hardware and field resources for hardware installation, helping to minimize risks of potential network downtime. In addition, Cisco SMARTnet support provides you with online tools, a knowledge base, technical resources, and software support (including access to software patches) to address your needs and provide rapid problem resolution. Expedited time-to-repair can result in maximizing your network availability and, thereby, increase your customer satisfaction.

Cisco SMARTnet and SMARTnet Onsite Components

Cisco Software Support

Cisco SMARTnet services help to ensure your network uptime and availability by providing software support for your covered Cisco devices. Cisco is committed to continuously improving and evolving Cisco IOS Software to address new opportunities and challenges. Included with your hardware purchase is a license for a current version of Cisco IOS Software, which is fundamental to Cisco hardware as it helps control numerous devices and network applications that power today's Internet. As the world's most widely deployed network operating system, Cisco IOS Software can provide operational efficiency and supports leading-edge IP and multiprotocol features, technologies, and standards.

Software support includes maintenance, minor, and major updates for your licensed feature set. Downloading new maintenance updates, patches, or updates of Cisco IOS Software can speed the time to problem resolution and enhance and extend the useful life of your Cisco devices. The application of major software updates can help you to increase the performance of your current network or add new functions that, in many cases, require no additional hardware investment. Available online through the Cisco IOS Software Library, Cisco IOS Software can deliver enhanced security, performance, and bandwidth management, as well as support for new protocols and enhanced interoperability.

Cisco.com

This award-winning and industry-leading online support and information service includes a substantial database of product information and a robust set of technical and analytical tools that help facilitate knowledge transfer to your internal staff. Through registered access to Cisco.com, you can access the same knowledge bases used by Cisco TAC engineers. You have access to numerous tools and technical support documentation that can increase self-sufficiency and productivity by allowing you to research software features and compatibility, identify and track bugs, and receive customized analyses of show command output. These tools and features include:

Productivity Tools and Software Support

- *Cisco Live*—A powerful suite of Internet-enabled tools with firewall-friendly features; these secure, encrypted Java applets can turn a simple phone call into an interactive collaboration session, allowing you and your Cisco TAC engineer to work together more effectively
- *Software Advisor*—This single, convenient interface helps you to resolve the common TAC service request question, "What software do I need?"
- *Database resources*—Providing details of new Cisco products and Cisco IOS Software
- *Interactive software management tools*—Providing information on patches and error notifications
- *IP Calculator*—Assists with the assignment of IP addresses
- *Internet commerce tools*—Enable you to purchase Cisco products and service programs, check order status and price, and configure products
- *Peer-to-peer online forums*—Extends your access to peers in your industry and allows you to have technical discussions with engineers (many with CCIE certification)

Automated Troubleshooting Tools and Support

- *Cisco TAC Case Collection*—Interactively identifies and troubleshoots common hardware, configuration, and performance issues
- *Software Bug Toolkit*—Make informed decisions about which specific software version to use. Sign up to receive proactive bug notifications, based on your network profile, that will inform you of software bugs that could impact your network
- *Product Alert Tool*—Set up a profile to receive e-mail updates about reliability, safety, network security, and end-of-sale issues for the Cisco products you specify

Cisco TAC

Cisco TAC engineers are among the best in the industry. Expertly trained engineering teams are ready to respond to your specific hardware or Cisco system software problems via the Web, e-mail, or telephone. The Cisco TAC has a sophisticated call routing system that quickly routes you to the correct technology personnel for:

- *Expert assistance*—To complement your in-house resources, Cisco TAC employs a highly skilled staff that offers you years of networking experience—more than 1000 customer support engineers on staff, 390 CCIE certified professionals, and access to 13,000 research and development engineers.
- *Faster resolution*—Cisco TAC provides constant measurement of customer satisfaction and time-to-resolution tracking. Cisco TAC resolves more than 300,000 customer issues per month.
- *A high level of knowledge*—Cisco TAC offers expertise in numerous networking environments (voice, video, and data communications) and technologies (access, Cisco IP telephony, LAN switching, optical networking, security solutions, content delivery networking, SANs, and wireless).
- *Worldwide availability*—24 hours a day, 365 days a year in multiple languages—by e-mail or telephone, Cisco support is there when you need it.

The powerful Cisco virtual lab, equipped with all Cisco devices and Cisco IOS Software versions, provides an engineering resource and knowledge base for training, product information, and recreation and testing of selected network problems.

Advance Hardware Replacement

To help maintain network availability, Cisco can expedite delivery of replacement hardware supporting your risk mitigation plans. Choose from a range of response times to address your needs (Table 1).

Table 1 Cisco SMARTnet and Cisco SMARTnet Onsite Advance Replacement of Hardware and Onsite Field Engineer Delivery Goals

| Option | Description |
|-------------------------|--|
| 24 x 7 x 2 ¹ | Advance replacement parts, with or without a field engineer, are delivered within 2 hours of determining that part replacement is required (24 hours a day, 7 days a week). ⁴ |
| 24 x 7 x 4 ³ | Advance replacement parts, with or without a field engineer, are delivered within 4 hours of determining that part replacement is required (24 hours a day, 7 days a week). ² |
| 8 x 5 x 4 | Advance replacement parts, with or without a field engineer, are delivered within 4 hours of determining that part |

| | |
|-------------------------|---|
| | replacement is required during the standard work week (8 hours a day, 5 days a week). ² |
| Next Business Day (NBD) | Advance replacement parts, with or without a field engineer, are delivered the next business day between 9 a.m. and 5 p.m. (provided the request is received before 3 p.m. local depot time). ^{2, 4} |

¹ Service is available only if your distance from a parts depot or authorized Cisco service location is within 25 driving miles in the United States, Canada, Australia, New Zealand, and select countries in Europe, South America, and Asia. To determine if this service is available for your location, see the Cisco Service Availability matrix at: www.cisco.com/go/sc

² Certain limitations may apply for heavy or oversized equipment.

³ Service is available only if your distance from a parts depot or authorized Cisco service location is within the following limits: in the United States, within 100 driving miles; in Europe and Canada, within 120 driving kilometers; in Australia, New Zealand, and select countries in Latin America and Asia, within 75 driving kilometers. To determine if this service is available for your location, see the Cisco Service Availability matrix at: www.cisco.com/go/sc/

⁴ Holidays observed by Cisco are excluded. Cutoff times can vary by region. Please verify the cutoff time with your Cisco Service Account Manager.

Cisco Partner Network

Cisco has a global and specialized partner network that extends the Cisco Technical Support Services program to help provide optimal support and maintenance of your network. As a result of the tight linkage between Cisco and its partners, you receive efficient and effective service and support with the satisfaction of having a single point of contact for your multivendor networking solutions—and the comfort of knowing your service solutions are supported by Cisco expertise.

Summary

Cisco is committed to helping you maximize the return on your network investment with services that help to ensure that your Cisco products operate efficiently, remain highly available, and benefit from the most up-to-date software. To take full advantage of all of the benefits offered by the Cisco SMARTnet and Cisco SMARTnet Onsite support, it is important to begin your coverage on the day you purchase your hardware. This will enable you to gain immediate access to the comprehensive support solutions to improve your productivity, increase your operational efficiency, and extend the life of your network assets.