



Cisco SMARTnet Service

Resolve network problems rapidly with direct, anytime access to Cisco experts and hardware replacement matched to your needs.

When Minutes Matter, Depend on Cisco SMARTnet Service to Deliver

As networks evolve and critical business processes, systems, and services are added, the consequences of downtime increase dramatically. When a problem occurs that can disrupt business continuity, IT departments are under intense pressure to resolve the issue as quickly as possible before it can affect the business. Cisco® SMARTnet® Service facilitates rapid problem resolution and improves operational efficiency through a combination of expert troubleshooting assistance, online tools, and flexible device coverage options. You experience the benefits of greater network availability while reducing operating costs.

The Value of Cisco Support

“We have maintenance contracts with multiple vendors and Cisco is the most responsive of them all. When we have a network issue, we count on their four-hour response time to have the problem resolved.”

—Thuan Nguyen, Director of
Information Technology
Kent School District

Move Quickly with Anytime Access to Cisco Expertise and Resources

Cisco SMARTnet Service is an award-winning technical support service that gives your IT staff direct, anytime access to Technical Assistance Center (TAC) engineers and Cisco.com resources. You receive the fast, expert response and the dedicated accountability you require to resolve critical network issues.

Cisco SMARTnet Service provides the following device-level support:

- Global access 24 hours a day, 365 a year to specialized engineers in the Cisco TAC
- Anytime access to the extensive Cisco.com online knowledge base, resources, and tools
- Hardware replacement options include 2-hour, 4-hour, Next-business-day (NDB) advance replacement, as well as Return for Repair (RFR)
- Ongoing operating system software updates, including both minor and major releases within your licensed feature set
- Proactive diagnostics and real-time alerts on select devices with Smart Call Home

In addition, Cisco SMARTnet Onsite Service is an option that provides a field engineer to install replacement parts at your location and help ensure that your network operates at the highest levels.

Facts About TAC Engineers

- Thousands of expert networking technologists with specialized certifications
- More than 500 engineers with CCIE® certification
- Average more than five years of technical support experience
- Computer science/electrical engineering degrees

“Cisco Smart Call Home allowed me to fix a network problem in about an hour that would have typically taken one of my staff two days to troubleshoot.”

—Mike DeDecker, CCIE
Warner Pacific Insurance
Services

Rather than purchase OS software updates individually, a support contract saves you time and money by covering the cost of updates, including both minor and major releases within your licensed feature set.

Connect Directly to the Network Experts at Cisco

When a network problem is affecting business-critical systems, you want fast access to technology experts with experience in diagnosing the toughest problems. Cisco SMARTnet Service connects you directly to the Cisco TAC, staffed by Cisco professionals certified in a broad range of Cisco foundational and advanced technologies. The Cisco TAC employs a sophisticated system that automatically routes your service request to the appropriate technology team and automatically escalates your case to the next level of support if it is not resolved within a specified time frame.

The Cisco TAC is available 24 hours a day, 365 days a year around the world, with support available in local languages. If your assigned TAC engineer changes for any reason before your service request is resolved, a personal handoff is completed between all parties to provide service continuity through issue resolution. You can interact with Cisco TAC engineers in a way that is most convenient and useful for you, including email, telephone, web-based collaboration, and even a state-of-art, face-to-face discussion using Cisco WebEx® collaboration. Live chat is ready to help you through a service request submission, and online video collaboration is the perfect option for a virtual troubleshooting session.

To confirm the right remediation action, Cisco engineers can test solutions in a laboratory environment that simulates your network. These simulation labs are equipped with Cisco device and technology solutions so that an engineer can accurately mirror a customer IT configuration to make sure a proposed solution will solve your problem. Throughout a TAC engagement the goal of every Cisco engineer is to use the best resources at hand to solve your issues and empower your staff through active knowledge transfer.

Gain Critical Insight with Embedded Diagnostics

With the Smart Call Home feature of the Cisco SMARTnet Service, you get proactive, detailed diagnostics and real-time alerts on core network devices to help you identify and resolve issues even more quickly, conserving valuable staff time and improving network availability. Smart Call Home is available on call home-capable devices, such as the Cisco Catalyst® 6500 Series Switches. Devices equipped with the call home technology continuously monitor their own health and automatically notify you of potential issues using encrypted, authenticated transmissions. If a serious problem arises, Smart Call Home automatically generates a service request with the Cisco TAC that is routed to the right team for your particular problem. Cisco is adding the call home capability to many of its current and new products over time. Visit www.cisco.com/go/smartcall to see the latest list of call home-enabled Cisco products.

Extract More Value from Your Network with Online OS Updates

Protect your investment and extend the life of your network with anytime, online access to the latest operating system software updates within your licensed feature set. Rather than purchase OS software updates individually, a support contract saves you time and money by covering the cost of updates, including both minor and major releases within your licensed feature set. These updates enhance your existing equipment with the latest features such as advanced security, regulatory compliance, and greater network capacity, potentially adding years of service and improved performance to your network.

The Cisco SMARTnet Service includes a personalized Software Advisor, available through the Cisco.com web portal, to keep you advised about which new software releases are available for your Cisco network devices. Users download millions of copies of operating system and application software each month. However, only Cisco customers with support contracts are authorized to access the software-related tools on the Cisco.com portal to help identify the latest versions of OS and applications for their equipment, troubleshoot software bugs, and migrate to the most current software features.

“I love TAC. I think it’s brilliant. We are a global company, and we travel to different countries for network purposes. To be able to reach competent engineers at any time of day, anywhere I am, is a brilliant service and worth every penny of the maintenance that we pay.”

—Thys Coetzee, Director of Information Technology
ZinPro, Performance Minerals

New OS features enable greater network capacity, advanced security, and regulatory compliance as well as better interoperability. In addition, greater business value is achieved through innovative technology enhancements that provide increased business productivity and customer satisfaction. With up-to-date software, your business will be poised to take advantage of new technology innovation, get a greater return on investment, and lower total cost of ownership while staying competitive in today’s global economy.

Count on the Right Part, When and Where You Need It

When you need dependable, fast access to business-critical parts, your Cisco SMARTnet Service delivers. Choose from a variety of hardware replacement options, including premium options such as two-hour replacement and onsite parts replacement and installation. You can select coverage on a device-by-device basis, so you get the flexible coverage you need.

All options include anytime, global access to the Cisco TAC and award-winning Cisco.com resources. Plus you have flexibility of choosing the coverage you want on a device-by-device basis. The Cisco SMARTnet Service options are shown in Table 1.

Dependable parts delivery on a global basis is enabled by the Cisco service supply chain, a network of over 900 spare parts depots around the world managed by a sophisticated global inventory that automates parts stocking processes worldwide. Cisco is constantly adjusting regional stock holdings so spares are available where and when you need them.

More than a Warranty

Companies sometimes think of warranties as an adequate defense against product problems. Cisco SMARTnet Service goes far beyond a simple warranty replacement policy (see Table 1). Cisco SMARTnet Service provides troubleshooting support, advanced hardware replacement options, and extensive self-help and knowledge transfer to empower your network operations and support staff. A warranty only offers delayed hardware replacement during the warranty duration.

Table 1. Cisco SMARTnet Service Features and Options

| | Equipment Covered | Duration | Hardware Replacement Options ¹ | Cisco Operating System Updates | Cisco TAC Support | Onsite Engineer Option | Registered Access to Cisco.com | Smart Services Diagnostics and Alerts |
|--|-------------------|--|---|--|-------------------|-------------------------|--------------------------------|---------------------------------------|
| Cisco SMARTnet/ Cisco SMARTnet Onsite Services | All ³ | Renewable contracts | Advance Replacement: • 24x7x2 hour • 24x7x4 hour • 8x5x4 hour • 8x5xNBD Other: • RFR ² | Yes, ongoing updates within the licensed feature set | Yes | Only with onsite option | Yes, 24x7 full access | Yes |
| Cisco Warranty | All | Standard hardware: 90 days (specific products 1 year/limited lifetime) ⁴ Standard software: 90 days ⁴ | Advance replacement (10 days) ³ | No ⁵ | No | No | No | No |

1 Advance hardware replacement is available in various service-level combinations. For example, 8x5xNBD indicates that a technical support engineer is available 24x7 and advance hardware replacement is available 8 hours per day (delivering the replacement hardware during normal business hours only), 5 days a week, with next business day delivery.

2 Return for Repair on select video products only.

3 Some equipment exclusions might apply; consult service sales representatives for more details.

4 Optical networking products offer 5 year limited hardware warranty with 15 days return to factory replacement and 1 year limited software warranty, this warranty only applies to Optical products.

5 Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications.

Cisco.com Support Site Statistics

- Eighty-five percent of survey participants claim that the Cisco Support site has helped them solve network problems, compared to 29 percent industry average*
- More than 24 million page views per month
- 2.8 million software downloads per month

*2008 Walker survey

Online Cisco Expertise on Demand

Improving operational efficiency is an ongoing concern for IT departments. The Cisco Support site includes extensive resources that are designed to put the most up-to-date technical information and tools into the hands of you and your staff to use any day on demand. Cisco customers with support contracts have authorized access to high-value technical resources and a growing number of personalized pages to create an accelerated path to issue resolution. Using the automated tools and personalized content based on your network environment, you can quickly resolve many issues yourself online.

The comprehensive self-help technical support resources available on Cisco.com through your Cisco SMARTnet Service contract give you access to Cisco expertise every day, at any time. With automated troubleshooting tools, your in-house IT staff can quickly resolve many issues online, saving a significant amount of time, effort, and operational costs.

Table 2 summarizes the Cisco support experience.

Table 2. Cisco Support Experience

| Resource | Features and Benefits |
|--|---|
| My Tech Support | Personalized web portal allows you to find new software releases, bug reports and repairs, and troubleshooting tools customized for your network. |
| Automated tools | Get instant access to troubleshooting and configuration tools, knowledge base, software updates, and other personalized content: <ul style="list-style-type: none"> • Software downloads • Software advisor • Bug toolkit • TAC case collection • Error message decoder • Command lookup tool • Output interpreter |
| Document access | Access more than 90,000 technical documents for Cisco and third-party equipment and applications, including: <ul style="list-style-type: none"> • Software documentation • Technical videos on demand • Webcasts and podcasts • White papers • Security advisories |
| Online service request management tool | Submit and track your service requests online as well as view history of your TAC cases and case resolution notes. |
| NetPro global community | Online discussion forum for sharing questions, suggestions, and information with other professionals: <ul style="list-style-type: none"> • Networking professionals forums • Live webinars and podcasts • Ask the Expert live chat events |
| Support wiki | Collaborate, create, and access the latest technology by participating in this dynamic knowledge base: <ul style="list-style-type: none"> • Combines user contributions, Cisco expertise, documentation, and tools • Share best practices, technical tips, and methodologies |
| Cisco Technical Services newsletter | Monthly newsletter alerts subscribers to new tools, resources, and exclusive networking tips. |

Service That Evolves Along with Your Business Needs

Cisco provides industry-leading service capabilities and processes that continue to grow and evolve to meet changing customer requirements. Your feedback, along with that of other customers, is acted upon through a unique process that promotes product, service, and process improvements. Cisco is committed to delivering an exceptional service experience that is flexible enough to meet your needs, today and in the future.

Award-Winning Service

With Cisco you get service and support that consistently win awards year after year. The certifications and awards shown in Figure 1 illustrate how Cisco continues to set the standard when it comes to support performance and value to our customers. Visit www.cisco.com/go/serviceawards to find out more about the industry recognition Cisco has earned for high-quality support performance, web-based support, and engineer certifications.

Ordering Information





Cisco SMARTnet Service can be ordered through your local Cisco account representative or Cisco certified partner. You can find a Cisco certified partner in your area by searching in the partner locator at www.cisco.com/go/partnerlocator.

Why Cisco Services

Cisco Services make networks, applications, and the people who use them work better together.

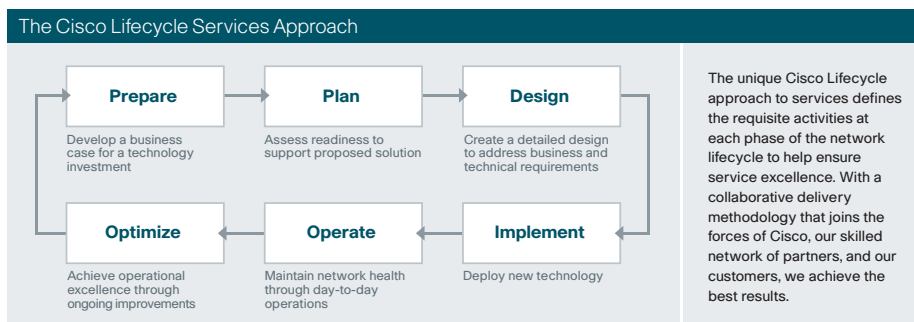
Today, the network is a strategic platform in a world that demands better integration between people, information, and ideas. The network works better when services, together with products, create solutions aligned with business needs and opportunities.

Figure 1. Industry-Recognized High-Quality Service

| Awards | |
|--|--|
|  | <p>2009 STAR Award for Best Practices</p> <p>In 2009, Cisco was presented with two STAR Awards for Best Practices. These awards for Best Practices recognize companies for developing, implementing, and benchmarking the most innovative and efficient processes for service and support delivery.</p> <p>Cisco was awarded in both the Best Online Community category for high customer and partner participation rates utilizing discussion forums and wikis and the Best Online Support Category for Cisco's web-based technologies and Knowledge Management processes that provide an effective, yet personalized, online self-service support experience for customers. Since 1989, Cisco has been recognized with numerous SSPA STAR Awards for both Best Practices and Service Excellence. Cisco was inducted into the SSPA Hall of Fame in 2007.</p> |
|  | <p>VARBusiness Annual Report Card</p> <p>Cisco rates highest in "post-sales support" and "quality of tech support" in the areas of Security Appliances, Security Software, and VoiP in their 2006 VARBusiness Annual Report Card.</p> |
|  <p>The Year's Ten Best Web Support Sites</p> | <p>ASP 2008 Ten Best Web Support Sites and Web Support "Hall of Fame"</p> <p>The Association of Support Professionals (ASP) declared the Cisco Technical Support and Documentation Website a winner of the annual "Ten Best Web Support Sites" competition, a prestigious award that showcases excellence in online service and support.</p> |
|  | <p>2008–2009 Best International Web Support Sites Award</p> <p>The Localization Industry Standards Association (LISA) Association of Support Professionals (ASP) recognized the Cisco Support Websites: Japanese, Portuguese, Russian, and Spanish editions, among the 2008/2009 Best International Web Support Sites. This award honors companies that excel in providing local language support websites to their international customers.</p> |

The unique Cisco Lifecycle approach to services defines the requisite activities at each phase of the network lifecycle to help ensure service excellence. With a collaborative support methodology that joins the forces of Cisco, our skilled network of partners, and our customers, we achieve the best results. Figure 2 shows the lifecycle phases.

Figure 2. Lifecycle Phases



For More Information

For more information about Cisco SMARTnet Service, visit www.cisco.com/go/smartnet or contact your local account representative.

For more information about other types of Cisco Services to maintain and optimize your network, including technology-specific and remote management services, visit www.cisco.com/go/supportservices.

For a complete list of the technical services available for your Cisco products and applications, visit our Service Finder tool at www.cisco-servicefinder.com.

Cisco Services.
Making Networks Work.
Better Together.



Americas Headquarters
 Cisco Systems, Inc.
 San Jose, CA

Asia Pacific Headquarters
 Cisco Systems (USA) Pte. Ltd.
 Singapore

Europe Headquarters
 Cisco Systems International BV
 Amsterdam, The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices.

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