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 or correct it before it can affect the business. Cisco SMARTnet® Service supports rapid problem resolution and improved operational efficiency through a combination of expert troubleshooting assistance, online tools, and flexible device coverage options, providing you with greater network availability while reducing operating costs.

Move Quickly and Confidently with Cisco Expertise and Resources Readily Available

Cisco SMARTnet Service is an award-winning technical support service that gives IT staff direct, anytime access to Cisco engineers and Cisco.com resources to help ensure the fast, expert response and accountability you require to resolve critical network issues.

Cisco SMARTnet Service provides the following:

· Full-time global access to the Cisco Technical Assistance Center (TAC).

· Access to the extensive Cisco.com knowledge base and tools.

· Next-business-day advance hardware replacement (premium service level options for 2-hour and 4-hour replacement also available).

· Ongoing operating system software updates and upgrades.

· Proactive diagnostics and real-time alerts on select devices with Smart Call Home

· Option available for onsite field engineer to install replacement parts at your location. Cisco SMARTnet Onsite implements Cisco technology expertise and practices to help ensure that your network operates at the highest levels.

Cisco SMARTnet Service Connects You 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 helps ensure that your service request is automatically routed to the appropriate technology team and automatically escalated to the next level of support if it is not resolved within a specified timeframe. To confirm the right remediation action, Cisco TAC engineers can test solutions in a laboratory environment that simulates your network.

The Cisco TAC is available around the clock and around the globe, 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 confer with Cisco TAC engineers in a way that is most convenient and useful for you, including e-mail, telephone, and Web-based collaboration. Throughout a TAC engagement the goal of every Cisco engineer is to empower your staff through active knowledge transfer.

Facts About TAC Engineers
· 450+ engineers with CCIE® certification
· Average more than five years of technical support experience
· Computer science/electrical engineering degrees

Online Troubleshooting Tools Accelerate Problem Resolution

Improving operational efficiency is an ongoing concern for IT departments. As part of the Cisco SMARTnet Service, your staff has access to extensive troubleshooting and support resources on the award-winning support site on Cisco.com, which contribute to improved operational efficiency in numerous ways, including:

· Using the automated tools and personalized content based on your network environment, you can quickly resolve many issues yourself online. Some of the most widely used tools are:

  – **Software Downloads:** Get the latest updates, patches, and releases of Cisco software.

  – **Software Advisor:** Choose appropriate software for your network device by matching software features to Cisco IOS® Software and Cisco Catalyst® OS releases, comparing Cisco IOS Software releases, or determining which software releases support your hardware.

  – **Bug Toolkit:** Quickly find software bug fixes based on version and feature sets.

  – **TAC Case Collection:** Interactively diagnose common problems involving hardware, configuration, and performance issues with solutions provided by TAC engineers.

  – **Error Message Decoder:** Look up explanations for console error message strings listed in the Cisco Software System Messages guide.

  – **Command Lookup Tool:** Look up a detailed description for a particular Cisco IOS Software, Cisco Catalyst, or Cisco PIX® or ASA command.

  – **Output Interpreter:** Receive instant troubleshooting analysis and course of action for your router, switch, or Cisco PIX device using collected **show** command output.

· Access to over 90,000 technical documents, including product and technology integration documentation for Cisco and third-party products as well as troubleshooting guides and release notes.

· Through Cisco.com's Online Service Request Management Tool, you can reduce the time you spend submitting and tracking service requests.

· A peer-to-peer online forum allows you to share questions, suggestions, and information with other networking professionals.

· A personalized Web portal, "My Tech Support," allows you to find the information you need in one place, customized to your network, including new software releases, bug reports and repairs, and troubleshooting tools.

· The Cisco Technical Services Newsletter alerts subscribers to new technical tools, resources, and exclusive networking tips every month.

The self-help technical support resources available on cisco.com through your Cisco SMARTnet Service contract are so comprehensive that customers have found up to 80 percent of service problems can be quickly resolved by using them.

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 the coverage you need 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.

Cisco.com Support Site Statistics

- 80 percent of technical support issues are resolved through Cisco.com
- More than 24 million page views per month
- 2.8 million software downloads per month

Table 1. Service Options

Service	Advance Hardware Replacement*	Onsite Engineer	Cisco TAC** Hotline	Cisco.com Knowledge- Base and Tools	Operating System Software	Eligible Devices
Cisco SMARTnet Service/ Onsite	8x5xNBD 8x5x4 24x7x4 24x7x2	Only with onsite option	24x7 access	Full access	Ongoing updates and upgrades	All

* 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.

** Cisco Technical Assistance Center

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 sophis-ticated 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.

Extract More Value from Your Network

Protect your network investment and extract the most value with anytime, online access to the latest operating system software updates and upgrades. The Cisco SMARTnet Service includes a personalized Software Advisor available through the Cisco.com Web portal, which keeps you advised about which new software releases are available for your Cisco network devices.

The Value of Cisco Support

Our interviews and survey data indicate that Cisco's TAC is a primary reason that companies choose Cisco network products and services. When customers call in with a priority 1 problem, they can expect to be directed immediately to a high-level Cisco engineer who is an expert in their specific problem rather than being placed in a hold queue for the next available agent.

—Yankee Group Research, "Is Cisco Worth the Premium?" May 2006

Smart Call Home Has Something to Report That Will Save You Time

With the Cisco 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.

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 2). 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. Warranty only offers delayed hardware replacement during the warranty duration.

Table 2. Cisco SMARTnet Service Features vs. Warranty Features

Service Features	Hardware Coverage and Duration	Hardware Replacement	Software Coverage and Duration	Cisco Technical Support	Cisco IOS Software Updates and Upgrades	Cisco.com Knowledge-Base and Tools
Cisco SMARTnet/ Onsite Services	All hardware yearly or multiyear contracts	Advanced replacement • 8x5xNBD • 8x5x4 • 24x7x4 • 24x7x2	Cisco IOS Software Support Concurrent with Hardware Duration	Yes	Yes	Yes
Warranty	Replaces defective hardware only	10 day advanced replacement 15 day return to factory*	Replaces software media during first 90 days	No	No	No

*On Optical Networking products. Get more information on the Cisco warranty.

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. When you choose Cisco, you are getting extremely high-quality service from a team of experts whose top priority is to make you successful.

Figure 1. Industry-Recognized High-Quality Service

Certifications	
	2007 J.D. Power and Associates Certification for Technology Service and Support Excellence Cisco was the first global networking company recognized with this prestigious certification and in 2007 received the JD Power certification for the second year in a row. Our Technical Services earned the award for Outstanding Technology Service and Support and continued commitment to customer satisfaction. The certification requires companies to rank in the top 20 percent of the industry and pass an expert audit of their support policies and procedures.
Awards	
	2007 STAR Award for Best Practices Cisco Services earned two STAR Awards for Best Practices in 2007, sponsored by the Service & Support Professionals Association (SSPA). These awards for Best Practices recognize companies for developing, implementing, and benchmarking the most innovative and efficient processes for service and support delivery. Cisco was awarded in both the Service Delivery Optimization category for its best practices in the Cisco Technical Assistance Center (TAC) service technology development and support delivery methodology and the Customer Commitment category for the Cisco TAC customer feedback process that allows Cisco to implement tangible changes in support practices to directly improve the customer experience.
	ASP 2007 Ten Best Web Support Sites and Web Support "Hall of Fame" The Association of Support Professionals (ASP) declared the Cisco Technical Support & Documentation Website a winner of the annual "Ten Best Web Support Sites" competition, a prestigious award that showcases excellence in online service and support. Cisco was also named to ASP's Web Support "Hall of Fame," which honors websites that have been named among the "Ten Best" for at least four years.
	2007 Best International Web Support Sites Award The Localization Industry Standards Association (LISA) Association of Support Professionals (ASP) recognized the Cisco Support Website: Spanish and Japanese editions, among the 2007 Best International Web Support Sites. This award recognizes companies that excel in providing local language support websites to their international customers.
	Cisco European Supply Chain wins an Excellence Award in the High Tech and Electronics Category November 2006
	VARBusiness Annual Report Card Cisco rates highest in "post-sales support" and "quality of tech support" in the areas of Security Appliances, Security Software, and VoiP int their 2006 VARBusiness Annual Report Card.
	Kepner-Tregoe Cisco Technical Services, Asia Pacific team has been awarded with a 2006 Kepner-Tregoe (KT) International Rational Process Achievement Award for Organizational Use of Process. Their winning entry chronicled how KT processes have been embedded in the organization, exceeding targeted goals.
	2006 SCMLogistics Supply Chain Excellence Award Cisco Asia Pacific Service Supply Chain Delivery was awarded the 2006 SCMLogistics Supply Chain Excellence Award for supply chain innovation. This prestigious award focuses on the achievements of organizations in transforming supply chain in Asia for greater corporate success.
	2006 Field Service Award Cisco High Touch Technical Support (HTTS) was awarded the 2006 Worldwide Business Research Field Services award for "Most Innovative Approach to Service Delivery." The innovative approach highlighted is the HTTS Time Based Escalation (TBE) process which helps ensure the highest level of customer service by generating timely alerts for Focused Technical Support customers to instigate proactive management engagement at critical junctures of a service request.

Ordering Information

Cisco SMARTnet Service can be ordered through your local Cisco account representative or Cisco certified partner.
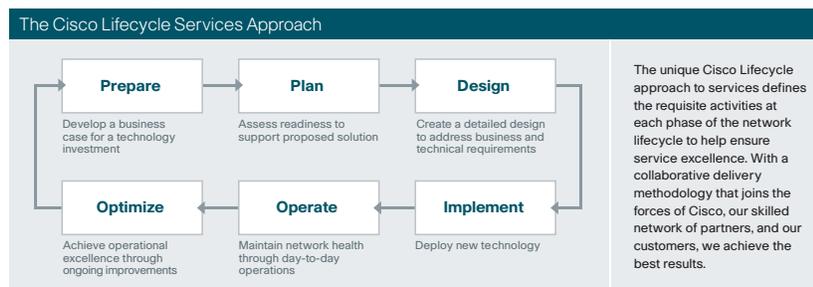
Why Cisco Services

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.

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 delivery 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.

Cisco Services.
Making Networks Work.
Better Together.