

Cisco® Smart Net Total Care Service™

Proactive Technical Support

cisco.com/go/sntc

“Outstanding Customer Service Experience”

- J. D. Power 8-time Award Winner

“With our lean IT organization, Smart Net Total Care is a force-multiplier!”

- John Baldwin, Pella IT Manager



Resolve Problems Faster



24x7x365

TAC assistance on product use, configuration, and troubleshooting



Get replacement hardware in as little as two hours



Automated diagnostic and support capabilities speed time-to-resolution

Improve Risk Management



Visibility into covered and uncovered devices - comply with corporate policies



Identify IT that is nearing end-of-life -simplify upgrades, planning and budgeting



Ensure that Cisco products are running current, supported software

Increase Operational Efficiency



Reduce the time and staff required for contract management and renewal



Improve planning with inventory and support contracts visibility



Pinpoint and manage product and security alerts - only those relevant to your network