

Datasheet



**Cisco Systems® is committed to accelerating your success by improving your productivity, protecting your investment, and maximising your operational efficiency. Cisco offers a portfolio of technical support services with a wide range of options to help ensure that your Cisco products operate efficiently and in accordance with your network and business environment.**

Cisco Systems recognises that its customers have unique support requirements. Nowhere is this more true than with our small and medium-size business customers. Cisco is continually evaluating and developing new service options that will give our small and medium-size business customers the flexibility to match programs with their support needs.

With these goals in mind, Cisco Systems is pleased to announce the release of Cisco SMB Support Assistant. Cisco SMB Support Assistant is the newest addition to Cisco’s Technical Support Services portfolio and the first step toward a comprehensive service program for small and medium-sized businesses, primarily those with 250 users or less.

**What Is Cisco SMB Support Assistant?**

Cisco SMB Support Assistant is for small and medium-sized businesses that require support on select Cisco devices running basic routing, switching, wireless, security and VPN applications. It is designed for timely resolution of problems associated with the typical small and medium business. If you use these devices to run advanced technologies such as Voice Over IP (VoIP) and Quality of Service (QoS), or if you require same day parts replacement, you should consider Cisco SMARTnet support for a more comprehensive service program.

**Product Families Supported**

Cisco SMB Support Assistant will support basic routing and switching applications running on the following Cisco products.

Routers	SOHO Routers	Wireless Products	Switches	Firewall Products
1700 1800 2600 2800	800BB 800TRAD	AIR100 AIR1200 AIR1300 AIR1400 AIR340 AIR350 AIRAP AIRBR AIRCA AIOLD	C2900XL C2940 C2950 C2970 C3500XL C3550 C3560	PIX-501 PIX-506 PIX-515

## Access to Cisco Technical Experts

Your Cisco SMB Support Assistant contract will include the services of Cisco technical assistance agents. These expert engineering teams are ready to help diagnose and troubleshoot problems related to the operation of your Cisco device. You can open a service request (case) with Cisco's SMB Technical Assistance Centre (SMB TAC) 24 hours a day, 7 days a week. A Cisco SMB technical assistance agent will respond during regular business hours within one business day (excluding scheduled holidays).

## Advance Hardware Replacement

If the Cisco SMB technical assistance agent determines that hardware replacement is required, Cisco SMB Support Assistant provides Next Business Day Advance Replacement, where available, otherwise Same Day Ship. This means that parts are shipped the same business day to arrive the next business day between 9 a.m. and 5 p.m. This service depends on availability and whether the request is received and Cisco's diagnosis and determination for the failed hardware is made before 3 p.m. local depot time. In the event that Next Business Day delivery is not available for the location of the failed part, the delivery time will vary. Please consult your Cisco Account Manager, Authorised Cisco Reseller or review the Service Availability Matrix at <http://tools.cisco.com/apidc/sam/search/search.do> for a complete listing of delivery options in your area.

## Management Tools Designed Specifically for SMBs

The Cisco SMB Support Assistant Portal and Client provide Small and Medium Businesses with a secure portfolio of tools that may enable them to efficiently perform many of the activities needed to install, configure and troubleshoot covered Cisco networking devices.

## Operating System Software Bug Fixes

Cisco SMB Support Assistant services help to ensure your network uptime and availability by providing software support for your covered Cisco devices. Included with your hardware purchase is a license for a current version of Cisco OS Software. Cisco SMB technical assistance agents can give you access to software patches appropriate to your device whenever necessary.

## Which Support Option Is the Right Fit?

Your choice of support depends upon the extent of the support you need. Following are some questions that will help determine what those needs are. Each question is designed to clarify the right support option based on five key areas:

- The type of self-help tool is best aligned to your internal staff's needs
- Technologies and applications you run
- Future new features and functions you will need
- Time of day you will need live support and response time required for hardware replacement
- Access to simplified online tools and resources

On-Line Support	Application	Software	Response	Advance Replacement	Cisco SMB Support Assistant
Online network management tools designed specifically for SMBs	Basic routing and switching, wireless security, VPN	Bug fixes as needed	Open a Service Request (case) 24 hours a day, 7 days a week; Cisco SMB technical assistance agents will respond within one business day	Next Business Day Advance Replacement where available, otherwise Same Day Ship	

1. What type of tools do you want provided to your support staff? Cisco SMB Support Assistant provides a suite of tools designed from the ground-up for the unique needs of small and medium businesses.

This provides an alternative to traditional tools designed for use by network support experts in large corporate networks.

2. What technologies or applications will you run on your Cisco equipment? Do you plan to use basic routing and switching, wireless, security, and VPN on simpler Cisco product families? If so, Cisco SMB Support Assistant will provide the required support for your applications.

If you are using your Cisco device in a complex network running Voice over IP (VoIP) and Quality of Service (QoS), then Cisco SMARTnet is the best option for your support needs.

3. If you do not anticipate upgrading your feature set, but you require software patches to keep your software in optimal operating condition, then Cisco SMB Support Assistant meets your operating software needs.

4. If a device problem occurs, how would the potential downtime affect your network or business? If you have the ability to wait for a response within one business day during normal business hours, then Cisco SMB Support Assistant provides what you need.
5. How long can you wait for a spare part or hardware replacement to arrive? If you do not require immediate replacement and can wait for a part to be shipped the same business day for arrival the next business day, then Cisco SMB Support Assistant provides the required support.

If you are using your Cisco device in a complex network, or require a faster response time then you should evaluate Cisco SMARTnet and its various support options.

**Cisco SMB Support Assistant Portal : <http://tools.cisco.com/Support/SMBSA/Login.do>**

This site provides Cisco SMB Support Assistant customers with access to tools designed specifically for small and medium businesses: Start-up and installation, health checks and trouble shooting, and inventory and contract management.

**Technologies and Applications Not Supported Under Cisco SMB Support Assistant**

Cisco SMB Support Assistant supports all Cisco technologies with the exception of Voice over IP (VoIP) and Quality of Service (QoS) applications.

**Cisco SMB Support Assistant – The Right Fit**

The Cisco SMB Support Assistant service offers the right fit, with the right support features, at the right price. So you get what your business needs: simplicity, increased productivity and greater peace of mind.

**Additional Information**

For more information on Cisco SMB Support Assistant, please visit: [www.cisco.com/go/ap/smbasa](http://www.cisco.com/go/ap/smbasa)





#### Corporate Headquarters

Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-1706  
USA  
[www.cisco.com](http://www.cisco.com)  
Tel: 408 526-4000  
800 553-NETS (6387)  
Fax: 408 526-4100

#### European Headquarters

Cisco Systems International BV  
Haarlerbergpark  
Haarlerbergweg 13-19  
1101 CH Amsterdam  
The Netherlands  
[www-europe.cisco.com](http://www-europe.cisco.com)  
Tel: 31 0 20 357 1000  
Fax: 31 0 20 357 1100

#### Americas Headquarters

Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-1706  
USA  
[www.cisco.com](http://www.cisco.com)  
Tel: 408 526-7660  
Fax: 408 527-0883

#### Asia Pacific Headquarters

Cisco Systems (USA) Pte. Ltd.  
168 Robinson Road  
#28-01 Capital Tower  
Singapore 068912  
[www.cisco.com](http://www.cisco.com)  
Tel: +65 6317 7777  
Fax: +65 6317 7799

Cisco Systems has more than 200 offices in the following countries and regions. Addresses, phone numbers, and fax numbers are listed on the **Cisco Website at [www.cisco.com/go/offices](http://www.cisco.com/go/offices)**

Argentina • Australia • Austria • Belgium • Brazil • Bulgaria • Canada • Chile • China PRC • Colombia • Costa Rica • Croatia • Cyprus  
Czech Republic • Denmark • Dubai, UAE • Finland • France • Germany • Greece • Hong Kong SAR • Hungary • India • Indonesia  
Ireland Israel • Italy • Japan • Korea • Luxembourg • Malaysia • Mexico • The Netherlands • New Zealand • Norway • Peru • Philippines  
Poland Portugal • Puerto Rico • Romania • Russia • Saudi Arabia • Scotland • Singapore • Slovakia • Slovenia • South Africa • Spain  
Sweden Switzerland • Taiwan • Thailand • Turkey • Ukraine • United Kingdom • United States • Venezuela • Vietnam • Zimbabwe

Copyright 2004 Cisco Systems, Inc. All rights reserved. CCIP, CCSP, the Cisco Powered Network mark, Cisco Unity, Follow Me Browsing, FormShare, and StackWise are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn, and iQuick Study are service marks of Cisco Systems, Inc.; and Aironet, ASIST, BFX, Catalyst, CCDA, CCDP, CCIE, CCNA, CCNP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, the Cisco IOS logo, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Empowering the Internet Generation, Enterprise/Solver, EtherChannel, EtherSwitch, Fast Step, GigaStack, Internet Quotient, IOS, IP/TV, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, LightStream, Linksys, MeetingPlace, MGX, MICA, the Networkers logo, Networking Academy, Network Registrar, Packet, PIX, Post-Routing, Pre-Routing, RateMUX, Registrar, ScriptShare, SlideCast, SMARTnet, StrataView Plus, Stratm, SwitchProbe, TeleRouter, The Fastest Way to Increase Your Internet Quotient, TransPath, and VCO are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0411R)