



Cisco SMB Support Assistant

Technical Support for Small and Medium Businesses

April 2005

Meeting the Needs of SMB Customers

Cisco.com

ENTERPRISE

SMARTnet

SMB Customer Needs

- Ease of use, Simplicity
- Productivity
- Manageability

Design Criteria

- SMB friendly
- Self-help automation
- Make simple things simple

CISCO SMB SUPPORT ASSISTANT

SMB

Cisco SMB Support Assistant: Specialised Support for the SMB Customer

Cisco.com



- With less than 250 employees
- Who use the most common SMB networking solutions
- Who need to **improve productivity** with **essential** networking support

Tailored To End User Needs

<i>Customer Need</i>	Cisco SMB Support Assistant
<i>Electronic productivity tools/ resources</i>	SMB Portal/client tools
<i>Advance replacement parts</i>	Next business day
<i>Live technical support</i>	8 X 5 SMB TAC
<i>Live support languages</i>	8 languages (70%+ market coverage)
<i>OS maintenance</i>	OS maintenance only

Cisco SMB Support Assistant Delivers Simplicity

Cisco.com

Work With My Devices

Click a picture to set up, manage, and troubleshoot your device



Routers



Switches



Wireless



PIX Firewalls

Network Configurations

> [Find the configuration which most closely resembles your network](#)

My SMB Support Assistant Service Contracts

Search for Contract

Contract <input type="button" value="▲"/>	Product ID <input type="button" value="▲"/>	Serial Number <input type="button" value="▲"/>	Request Service	Location <input type="button" value="▲"/>	Expire Date <input type="button" value="▲"/>
1234567	WS-C2950T-24	ABC123456D1	Request <input type="button" value="🔗"/>	SAO PAULO , SP , BRAZIL	19-Mar-2005
1234567	WS-C2950T-24	ABC123456D1	Request <input type="button" value="🔗"/>	SAO PAULO , SP , BRAZIL	19-Mar-2005
1234567	WS-C2950SX-24	ABC123456D1	Request <input type="button" value="🔗"/>	OSASCO , SP , BRAZIL	19-Mar-2005
1234567	WS-C2950SX-24	ABC123456D1	Request <input type="button" value="🔗"/>	OSASCO , SP , BRAZIL	19-Mar-2005
1234567	WS-C2950SX-24	ABC123456D1	Request <input type="button" value="🔗"/>	OSASCO , SP , BRAZIL	19-Mar-2005
1234567	WS-C2950SX-24	ABC123456D1	Request <input type="button" value="🔗"/>	OSASCO , SP , BRAZIL	19-Mar-2005
1234567	WS-C2950SX-24	ABC123456D1	Request <input type="button" value="🔗"/>	OSASCO , SP , BRAZIL	19-Mar-2005
1234567	WS-C2950SX-24	ABC123456D1	Request <input type="button" value="🔗"/>	OSASCO , SP , BRAZIL	19-Mar-2005
1234567	WS-C2950SX-48-SI	ABC123456D1	Request <input type="button" value="🔗"/>	OSASCO , SP , BRAZIL	19-Mar-2005
1234567	WS-C2950-24	ABC123456D1	Request <input type="button" value="🔗"/>	RIO DE JANEIRO , RJ , BRAZIL	05-Apr-2005

Displaying 1-10 products [All SMBSA Products](#) >

Click for components

[Go to All Cisco Contracts](#)

Service & Support

- > [Download the Client](#)
- > [Open a service request](#)
- > [Update a service request](#)
- > Use the [Special File Access](#) tool if you have been given a code to retrieve software.

Technical Support Services

- > [Technical Support Services Portfolio](#)
- > [SMB Support Assistant Overview](#)

Products Supported

- > [Products supported by SMB Support Assistant](#)

Feedback

Please rate this site



Suggestions for improvement:

If Cisco may contact you for more details or for future feedback opportunities, please enter your contact info:

Cisco SMB Support Assistant Delivers Simplicity

Cisco.com

Click a picture to set up, manage, and troubleshoot your device



Routers



Switches



Wireless



PIX Firewalls

Set up and Configure

Network Configurations

> Find the configuration which most closely resembles your network

My SMB Support Assistant Service Contracts

Search for Contract

Contract	Product ID	Serial Number	Request Service	Location	Expire Date
1234567					2005
1234567					2005
1234567					2005
1234567					2005
1234567					2005
1234567					2005
1234567					2005
1234567					2005
1234567					2005
1234567	WS-C2950-24	ABC123456D1	Request	RIO DE JANEIRO , RJ , BRAZIL	05-Apr-2005

Configuration and Set up

Before

40 clicks to 25 different web sites for products and technologies

After

1 Portal pre-configured with appropriate products

Service & Support

- > [Download the Client](#)
- > [Open a service request](#)
- > [Update a service request](#)
- > Use the [Special File Access](#) to you have been given a code to retrieve software.

Technical Support Services

- > [Technical Support Services Portfolio](#)
- > [SMB Support Assistant Overview](#)

Products Supported

- > [Products supported by SMB Support Assistant](#)

Feedback

Please rate this site



Suggestions for improvement:

If Cisco may contact you for more details or for future feedback opportunities, please enter your contact info:

Displaying 1-10 products [All SMBSA Products](#)

Click for components

[Go to All Cisco Contracts](#)

Cisco SMB Support Assistant Delivers Increased Productivity

Cisco.com

Work With My Devices

Click a picture to set up, manage, and troubleshoot your device



Routers



Switches



Wireless



PIX Firewalls

Network Configurations

> Find the configuration which most closely resembles your network

My SMB Support Assistant Service Contracts

Search for Contract

Contract	Product ID	Serial Number	Request Service	Location	Expire Date
1234567	WS-C2950T-24				19-Mar-2005
1234567	WS-C2950T-24				19-Mar-2005
1234567	WS-C2950SX-24				19-Mar-2005
1234567	WS-C2950SX-24				19-Mar-2005
1234567	WS-C2950SX-24				19-Mar-2005
1234567	WS-C2950SX-24				19-Mar-2005
1234567	WS-C2950SX-24				19-Mar-2005
1234567	WS-C2950SX-24				19-Mar-2005
1234567	WS-C2950SX-48-SI				19-Mar-2005
1234567	WS-C2950-24				05-Apr-2005

Displaying 1-10 products [All SMBSA Products](#) >

[Go to All Cisco Contracts](#)

Click for components

Troubleshoot and get Support

- > [Download the Client](#)
- > [Open a service request](#)
- > [Update a service request](#)
- > Use the [Special File Access](#) to you have been given a code to retrieve software.

Technical Support Services

- > [Technical Support Services Portfolio](#)
- > [SMB Support Assistant Overview](#)

Products Supported

- > [Products supported by SMB Support Assistant](#)

Password Recovery

Before

After

17 steps

4 Steps

60 minutes

5 minutes

Feedback

Please rate this site



Suggestions for improvement:

If Cisco may contact you for more details or for future feedback opportunities, please enter your contact info:

Cisco SMB Support Assistant Delivers Manageability

Cisco.com

Work With My Devices

Click a picture to set up, manage, and troubleshoot your device



Routers



Switches



Wireless



PIX Firewalls

Manage inventory and monitor contract status

Network Configurations

> Find the configuration which most closely resembles your network

Service & Support

- > [Download the Client](#)
- > [Open a service request](#)
- > [Update a service request](#)
- > Use the [Special File Access](#) tool if you have been given a code to retrieve software.

Technical Support Services

- > [Technical Support Services Portfolio](#)
- > [SMB Support Assistant Overview](#)

Products Supported

- > [Products supported by SMB Support Assistant](#)

Feedback

Please rate this site



Suggestions for improvement:

If Cisco may contact you for more details or for future feedback opportunities, please enter your contact info:

SMB Support Assistant Service Contracts

Search for Contract

Contract	Product ID	Serial Number	Request Service	Location	Expire Date
234567	WS-C2950T-24	ABC123456D1	Request	SAO PAULO , SP , BRAZIL	19-Mar-2005
234567	WS-C2950T-24	ABC123456D1	Request	SAO PAULO , SP , BRAZIL	19-Mar-2005
234567	WS-C2950SX-24	ABC123456D1	Request	OSASCO , SP , BRAZIL	19-Mar-2005
234567	WS-C2950SX-24	ABC123456D1	Request	OSASCO , SP , BRAZIL	19-Mar-2005
234567	WS-C2950SX-24	ABC123456D1	Request	OSASCO , SP , BRAZIL	19-Mar-2005
234567	WS-C2950SX-24	ABC123456D1	Request	OSASCO , SP , BRAZIL	19-Mar-2005
234567	WS-C2950SX-24	ABC123456D1	Request	OSASCO , SP , BRAZIL	19-Mar-2005
234567	WS-C2950SX-24	ABC123456D1	Request	OSASCO , SP , BRAZIL	19-Mar-2005
234567	WS-C2950SX-48-SI	ABC123456D1	Request	OSASCO , SP , BRAZIL	19-Mar-2005
234567	WS-C2950-24	ABC123456D1	Request	RIO DE JANEIRO , RJ , BRAZIL	05-Apr-2005

[Go to All Cisco Contracts](#)

Summary

Cisco.com



Simplicity

Productivity

Manageability

Cisco SMB Support Assistant – The Right Fit

CISCO SYSTEMS

