



# Cisco SMB Support Assistant

Technical Support for Small and  
Medium Businesses

April 2005

# Cisco SMB Support Assistant: Meeting the Demands of a Growing Business



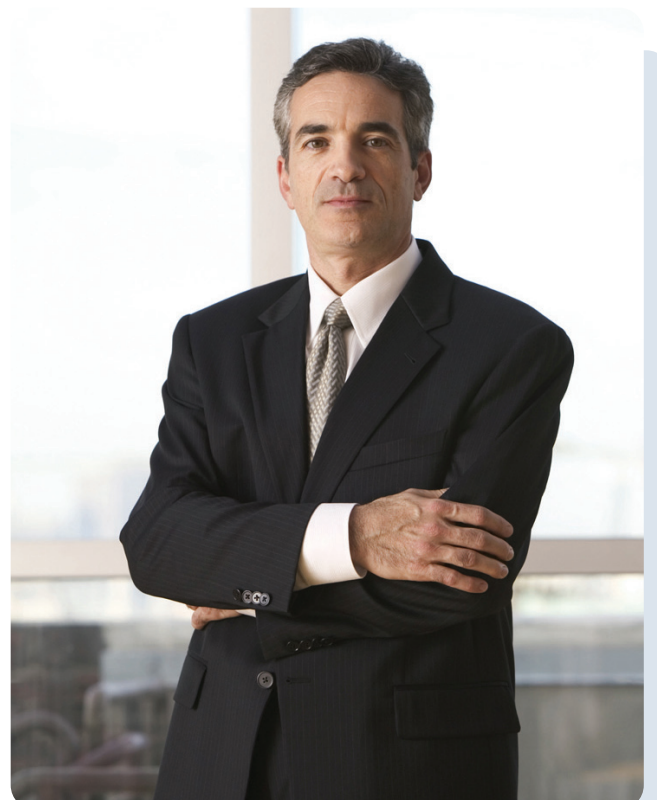
**At Cisco, we help growing companies unleash the potential of their business through the power of the network.**

Technical support can be critical to a small and medium-sized business' successful operation of these technologies. These customers need consistent, high-quality support to help maximise their return on network investment. Whether it is to supplement in-house support staff, or provide additional expertise for new products and technologies, Cisco Systems offers the support services that target their needs.

## Specialised Support for the SMB Customer

**Cisco SMB Support Assistant is a service program for:**

- small and medium businesses
- who require essential networking support
- on select Cisco devices running basic routing and switching, wireless, security and VPN applications



# Essential, Easy to Use Support

Helping you keep your Cisco network running, and keeping you focused on your business

## Small and Medium Business Support Needs

Online tools and resources to improve your productivity

Replacement parts delivered to your site

Timely expert technical support

Operating software maintenance

## Cisco SMB Support Assistant

Management tools designed specifically for SMBs

Next Business Day Advance Replacement, where available, otherwise Same Day Ship

Open a Service Request (case) 24/7; SMB technical assistance agents will respond within one business day

Operating System Bug fixes for eligible products (when required)

## Cisco SMARTnet Next Business Day

Full Cisco.com Access

Next Business Day Advance Replacement, where available, otherwise Same Day Ship

24 Hour configuration, diagnostic & troubleshooting

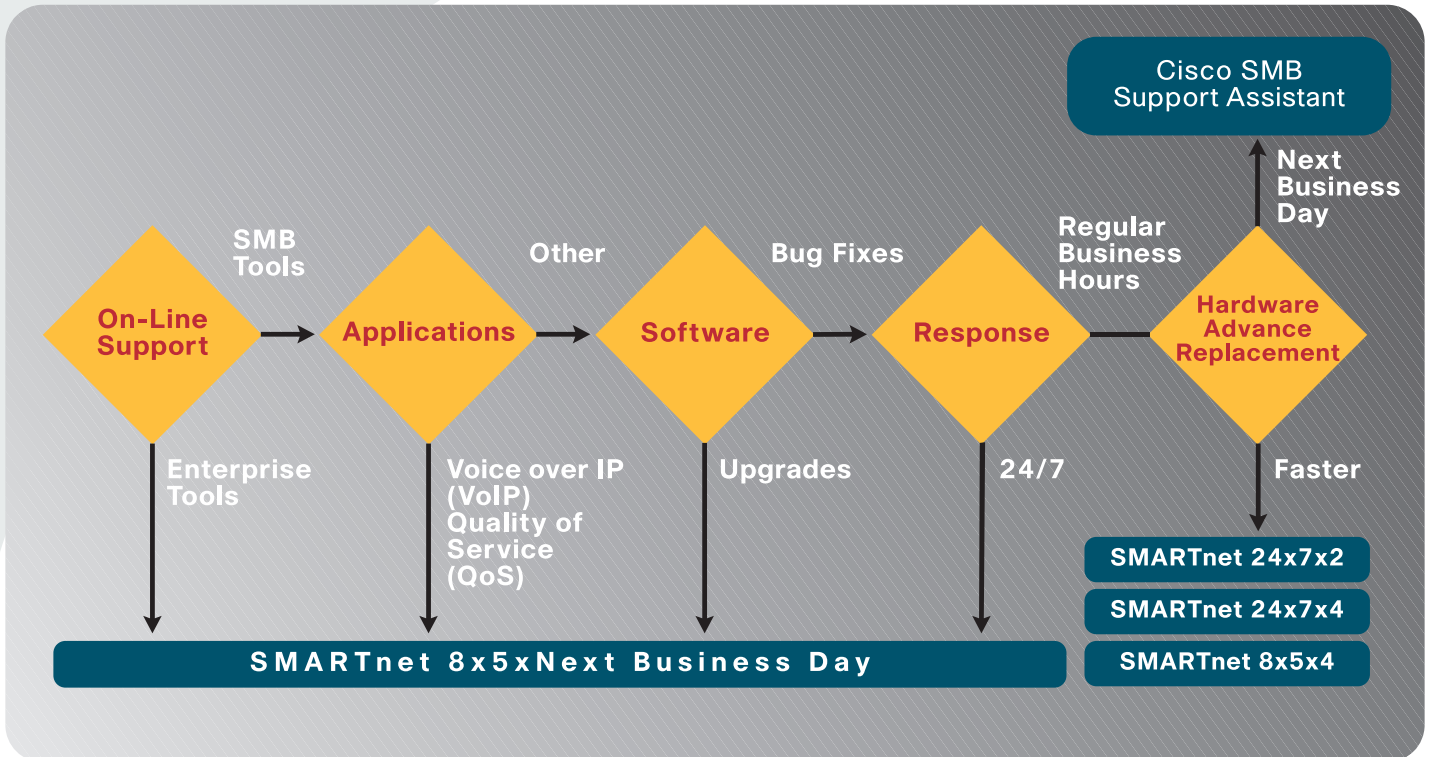
On Demand access to OS Major, Minor, Maintenance Releases

# For Routing, Switching, Wireless and VPN/Security

Switches	SOHO Routers	Routers	Firewall Products	Wireless Products
C2900 XL	800BB	1700	PIX-501	AIRBR
C2940	800TRAD	1800	PIX-506	AIRAP
C2950		2600	PIX-515	AIRCA
C2970		2800		AIROLD
C3500XL				AIR340
C3550				AIR350
C3560				AIR1100
				AIR1200
				AIR1300
				AIR1400

Cisco SMB Support Assistant does not support Voice over IP (VoIP) or Quality of Service (QoS)

## Is it the Right Fit for your needs?



## The Right Fit

**Cisco SMB Support Assistant offers the right fit, with the right support features, at the right price. So you get exactly what your business needs...**

**Simplicity**

**Increased productivity**

**Greater peace of mind**

Contact your Authorised Cisco reseller to discuss Cisco SMB Support Assistant