

Sparing vs. Service Contracts

CISCO SERVICES



The Value of Cisco Services

Cisco offers a diverse portfolio of technical services to provide options that best address your critical business needs. Your network is central to operational efficiency, employee productivity and customer satisfaction. Protecting this IT investment is essential to the continuity of your business.

A service contract provides end-to-end support to improve performance, capacity, availability, reliability, and security of covered devices, extending the life of your solution.

Cisco operates a global network that serves customers in 120 countries. Our trained and certified partners are a critical part of the team. Cisco stands behind its products, services, and partners.

Sparing vs. Services: Find the Return on Investment

With a Cisco technical services contract, customers can receive replacement parts 24 hours a day, 7 days a week, in as little as 2 hours on all covered devices. Some businesses still choose to keep an inventory of spare parts for immediate replacement parts.

However, maintaining a sparing strategy requires an investment far beyond a closet full of parts. Often, these costs exceed the cost of Cisco Services. To effectively use sparing, a business must also have properly trained technical staff capable of maintaining a network.

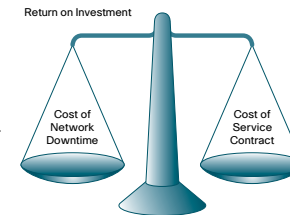
Sparing costs include:

- **Storing and securing equipment**
- **Upgrading firmware and software**
- **Distribution**
- **Training staff**

Even spare parts should be covered by a technical services contract to ensure access to OS updates, provide support for configuration and troubleshooting, and to avoid expensive Time and Materials charges.

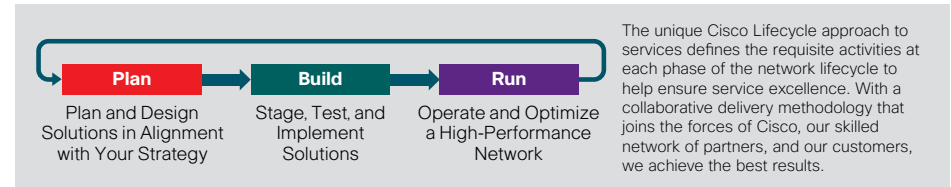
When deciding how to service your network, you need to find the return on investment. How much will it cost per minute or per hour if your network goes down?

- Without a technical services contract, your business will not have 24-hour access to Cisco technical experts, software downloads, upgrades, and updates. You might experience delays in getting replacement parts and ultimately spend more on downtime than it would have cost to protect your investment with a technical services contract.
- Make sure you understand the complete return on investment of relying on sparing for parts replacement, and if sparing is critical to your business, protect your technology investment with a service contract on your spare parts.



Thinking Long Term: Getting the Services You Need from the Start

The best time to consider the services you will need to get the full value out of your solution is when you first begin working with your Cisco team to define your technology and support requirements. This is an excellent opportunity to discuss how long you plan to



keep the equipment and how you expect your business to evolve over time.

Work with your Cisco team to determine your business and technical requirements and include services to help your business evolve over time, at the pace that makes sense for your business. Planning for end-to-end support from the beginning is a great way to make sure you get the services you need.

Talk to your Cisco team about the effects of downtime on your business, on your employees, and on your customers' experience. Look for ways to quantify the effects of unplanned downtime to guide your service support decisions.

Cisco Services. Smarter Together.

Services from Cisco and our partners enable you to realize the full business value of your technology investments by harnessing the network as a powerful business platform.



"An Outstanding Customer Service Experience"
J.D. Power and Associates 2010 Certified Technology Service & Support ProgramSM, developed in conjunction with TSIA. For more information, visit www.jdpower.com or www.tsia.com.

A platform enabled by smart, personalized services that solve your toughest business challenges.

More Information: www.cisco.com/go/services