



Cisco Technical Services

Gain Greater Network Availability and Operational Efficiency with Industry-Leading Technical Services from Cisco and Our Partners

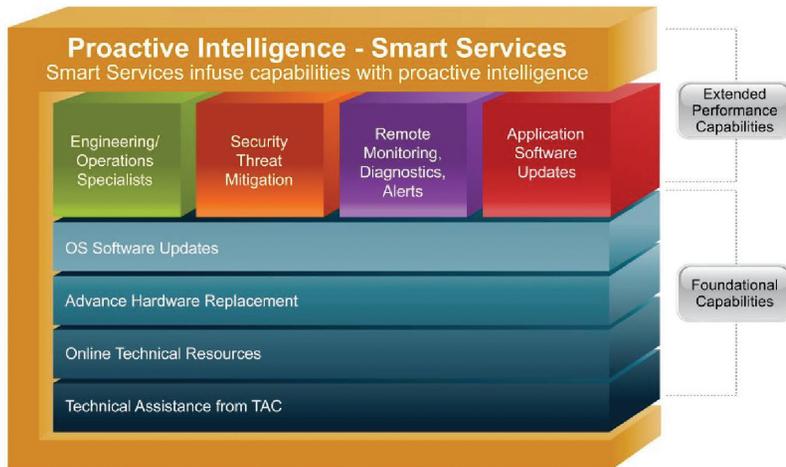
What Are Cisco Technical Services?

Cisco® Technical Services are a portfolio of support services that can help you maintain the health and performance of every Cisco product. Services range from traditional maintenance to proactive predictive services that use smart, actionable intelligence to resolve issues quickly, improve network availability, and lower operating cost. These global, industry-leading support services can help you achieve and maintain a high-performance network environment that is secure and stable around the clock.

What Are the Support Capabilities of Technical Services?

The Cisco Technical Services portfolio is built on foundational and extended performance capabilities. Each capability benefits from proactive intelligence that can help you discover, predict, and resolve network issues before business is affected. Each service that you purchase from the Cisco Technical Services portfolio includes one or more of the capabilities shown in Figure 1.

Figure 1. Foundational and Extended Support Capabilities



What Are the Benefits of Technical Services?

- A more stable, reliable, and resilient network that helps maintain business continuity
- Critical insight into network operations that helps improve network performance
- Strengthened IT security that protects critical resources
- Access to network experts and resources that increase operational efficiency



What Technical Services Are Available?

The Cisco Technical Services portfolio includes a wide range of technical services for general network as well as device and software support, as well as services that are specific to Cisco technologies. For an overview of the Cisco Technical Services portfolio, see the table on the next page.

Availability and Ordering

Cisco Technical Services are available globally and can be ordered through your local Cisco account representative or Cisco certified partner. Terms might vary by region. You can find a Cisco authorized partner in your area by searching the partner locator at www.cisco.com/go/partnerlocator.

For More Information

For more information about Cisco Technical Services, visit <http://www.cisco.com/go/ts> or contact your local Cisco account representative or authorized partner.

For more information about other Cisco Services that can help you maintain and optimize your network, including technology-specific and remote management services, visit <http://www.cisco.com/go/services>.

To find the right technical service for any Cisco product, use the Service Finder tool at <http://www.cisco-servicefinder.com>. Enter a product description or SKU, or search by product series family for a list of suggested services and support coverage options.



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The following table summarizes the services in the Cisco Technical Services portfolio.

Technical Services	Technical Services	Technical Services
<p>Cisco SMARTnet® Service</p> <ul style="list-style-type: none"> • Around-the-clock, global access to the Cisco Technical Assistance Center (TAC) • Unrestricted access to the extensive Cisco.com knowledge base and tools • Next-business-day, 8x5x4, 24x7x4, and 24x7x2 advance hardware replacement and onsite parts replacement and installation options,¹ as well as Return for Repair on select video products • Ongoing operating system software updates within the licensed feature set² • Proactive diagnostics and real-time alerts on Smart Call Home enabled devices 	<p>Cisco Focused Technical Support Services</p> <p>Three levels of priority, high-touch services available:</p> <ul style="list-style-type: none"> • Cisco High-Touch Operations Management Service • Cisco High-Touch Technical Support Service • Cisco High-Touch Engineering Service <p>Valid Cisco SMARTnet or SP Base contracts on all network equipment required</p>	<p>Cisco Unified Computing Support and Warranty Services</p> <ul style="list-style-type: none"> • Help you quickly resolve issues, increase uptime and get the most from your unified computing system investment • Choose from services that offer faster parts replacement than warranty alone, hardware and software support, or personalized, expedited technical support for mission-critical environments
<p>Cisco SP Base Service (tailored for Service Providers)</p> <ul style="list-style-type: none"> • Around-the-clock, global access to the Cisco TAC • Registered access to Cisco.com • Next business day, 8x5x4, 24x7x4, and 24x7x2 advance hardware replacement, Return to Factory and Return for Repair³ options available¹ • Ongoing operating system software updates¹ 	<p>Cisco Unified Communications Essential Operate Service</p> <ul style="list-style-type: none"> • Application software support service 24x7, dedicated to Cisco Unified Communications products⁵ • Maintenance and minor software updates, access to online resources, TAC support⁶ • Next business day, 8x5x4, and 24x7x4 advance hardware replacement options available¹ 	<p>Cisco Remote Management Services</p> <ul style="list-style-type: none"> • Out-task 24-hour remote monitoring, management, and issue resolution to a team of Cisco experts without giving up control or visibility • Available for Cisco Data Center, Digital Media Suite, TelePresence, Unified Communications, Unified Contact Center, Security, and Foundation Technology solutions
<p>Cisco Smart Care Service (partner-led, delivered collaboratively by partner and Cisco)</p> <ul style="list-style-type: none"> • Network-level coverage • Proactive health checks and periodic assessments of Cisco network foundation, voice, and security technologies • Technical support for eligible Cisco hardware and software through Smart Care Portal • Cisco operating system and application software updates and upgrades² • Next business day advance hardware replacement as available, 24x7x4 option available² 	<p>Cisco TelePresence™ Essential Operate Service</p> <ul style="list-style-type: none"> • Consolidated support for voice, video, and IP communications • Around-the-clock, global access to the Cisco TAC • Next business day, 8x5x4, and 24x7x4 advance hardware replacement options as available¹ 	<p>Cisco Security IntelliShield Alert Manager Service</p> <ul style="list-style-type: none"> • Vendor-neutral vulnerability and threat intelligence • Customizable security alert notifications • Analysis that helps you prevent and remediate attacks
<p>Cisco Smart Foundation Service</p> <ul style="list-style-type: none"> • Next business day advance hardware replacement as available • Business hours access to SMB TAC (access levels vary by region) • Access to Cisco.com SMB knowledge base • Online technical resources through Smart Foundation Portal • Operating system software bug fixes and patches 	<p>Cisco Services for Intrusion Prevention Systems (IPS)</p> <p>Critical capabilities keep your IPS solution effective, including:</p> <ul style="list-style-type: none"> • Signature file updates to maintain IPS effectiveness • Cisco global correlation and reputation updates⁷ • Cisco IntelliShield search access • IPS Threat Defense Bulletin proactive notifications • OS software and IPS engine updates • Around-the-clock access to Cisco TAC networking and security experts • Access to Cisco.com knowledge base and support tools • Advance hardware replacement with multiple response time and onsite support options 	<ol style="list-style-type: none"> 1. Hardware replacement is available in various service-level combinations. For example, 8x5xNBD indicates that shipment will be initiated during the standard 8-hour business day, 5 days a week (the generally accepted business days within the relevant region), with next business day (NBD) delivery. Where NBD is not available, same day ship is provided. Restrictions apply; please review the appropriate service descriptions for details. 2. Cisco operating system updates include the following: maintenance releases, minor updates, and major updates within the licensed feature set. 3. On select video products only. 4. Cisco Software Application Support service offerings include the Cisco Software Application Support Service and the Cisco Software Application Support plus Upgrades Service that provide important coverage for over 150 security, network management, and data center software applications. 5. The Cisco Unified Communications Essential Operate Service for Software provides software-only application support for more than 30 Cisco Unified Communications software application products. The Cisco Unified Communications Essential Operate Service provides software application and server support for two product families: Cisco Unified Communications Manager Business Edition and Cisco Unified Phone Proxy. 6. Major upgrades are available by adding a Cisco Unified Communications Software Subscription to your Cisco Unified Communications Essential Operate Service. 7. Cisco IOS Software-based IPS devices (IPS on Cisco IOS Software) and ASA-5505-AIPS do not take advantage of global correlation and reputation updates at this time.
<p>Cisco Software Application Support Services</p> <ul style="list-style-type: none"> • Around-the-clock access to Cisco TAC, including software application experts⁴ • Access to cisco.com knowledge base • Application software updates and upgrades 	<p>Cisco SMARTnet Service for SBCS</p> <ul style="list-style-type: none"> • Specialized service for Cisco Unified Communications 500 platform • Around-the-clock access to the Cisco TAC • Next business day, 8x5x4, and 24x7x4 advance hardware replacement options available¹ • Ongoing application and operating system software updates¹ • Access to the extensive Cisco.com knowledge base and tools 	



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At-A-Glance



Awards and Certifications

Industry recognition is one of the best ways to measure how we are serving our customers and setting the standard for service and support. Cisco continues to raise the bar when it comes to overall support performance, web-based support, engineer certifications, and value to our customers.

When you choose Cisco, you're getting the highest quality service in the industry from a team of experts whose top priority is your success. [Learn more.](#)

"Nobody can match Cisco's Technical Services. I measure all of our vendors' support against their standards."

Michael Takita
Director of IT, Law Firm

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

Cisco Services.

Making Your Business
Work Smarter.

