Cisco Services

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Messukeskus

Cisco Smart Care
From reactive to proactive support services

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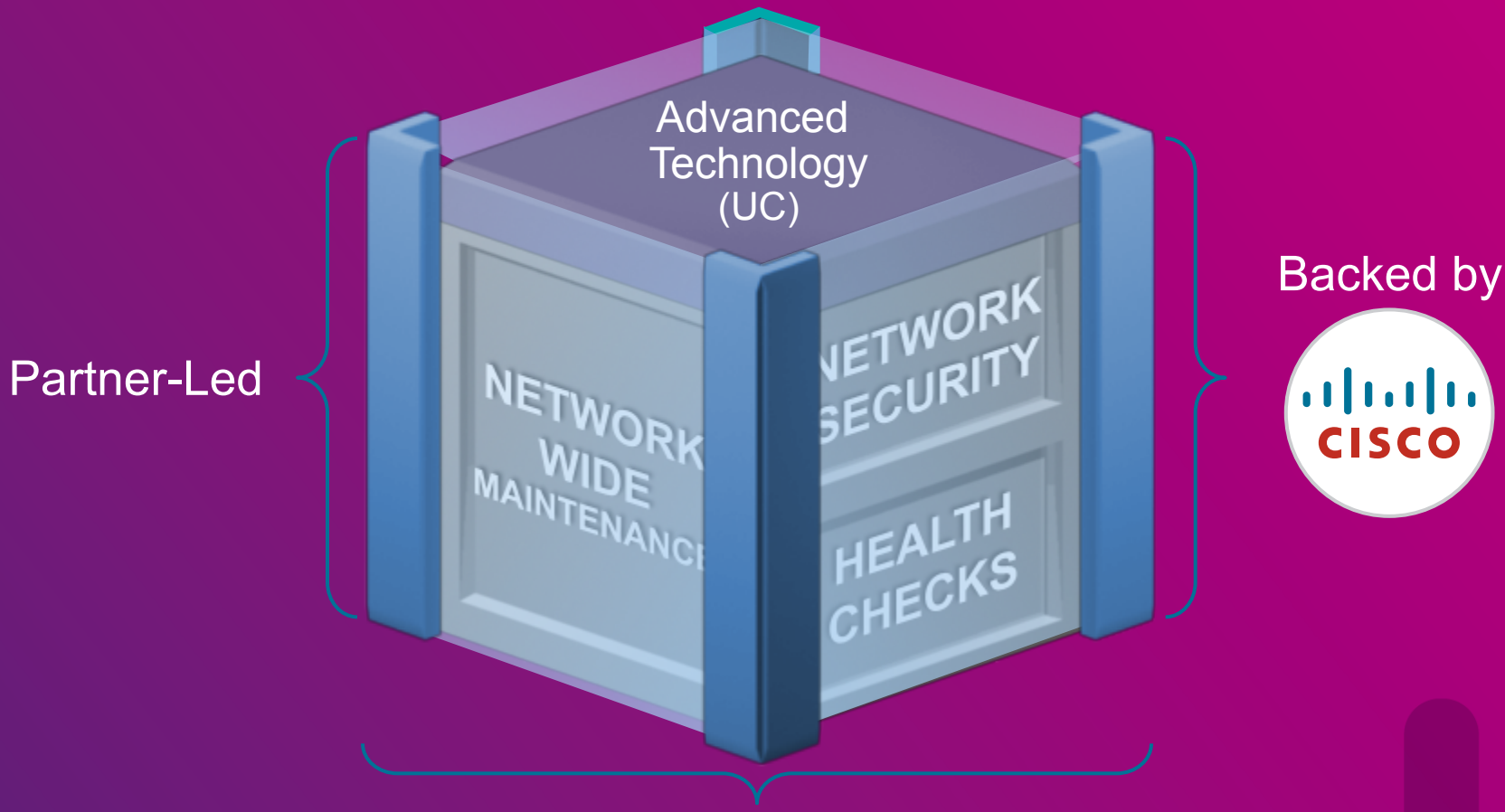
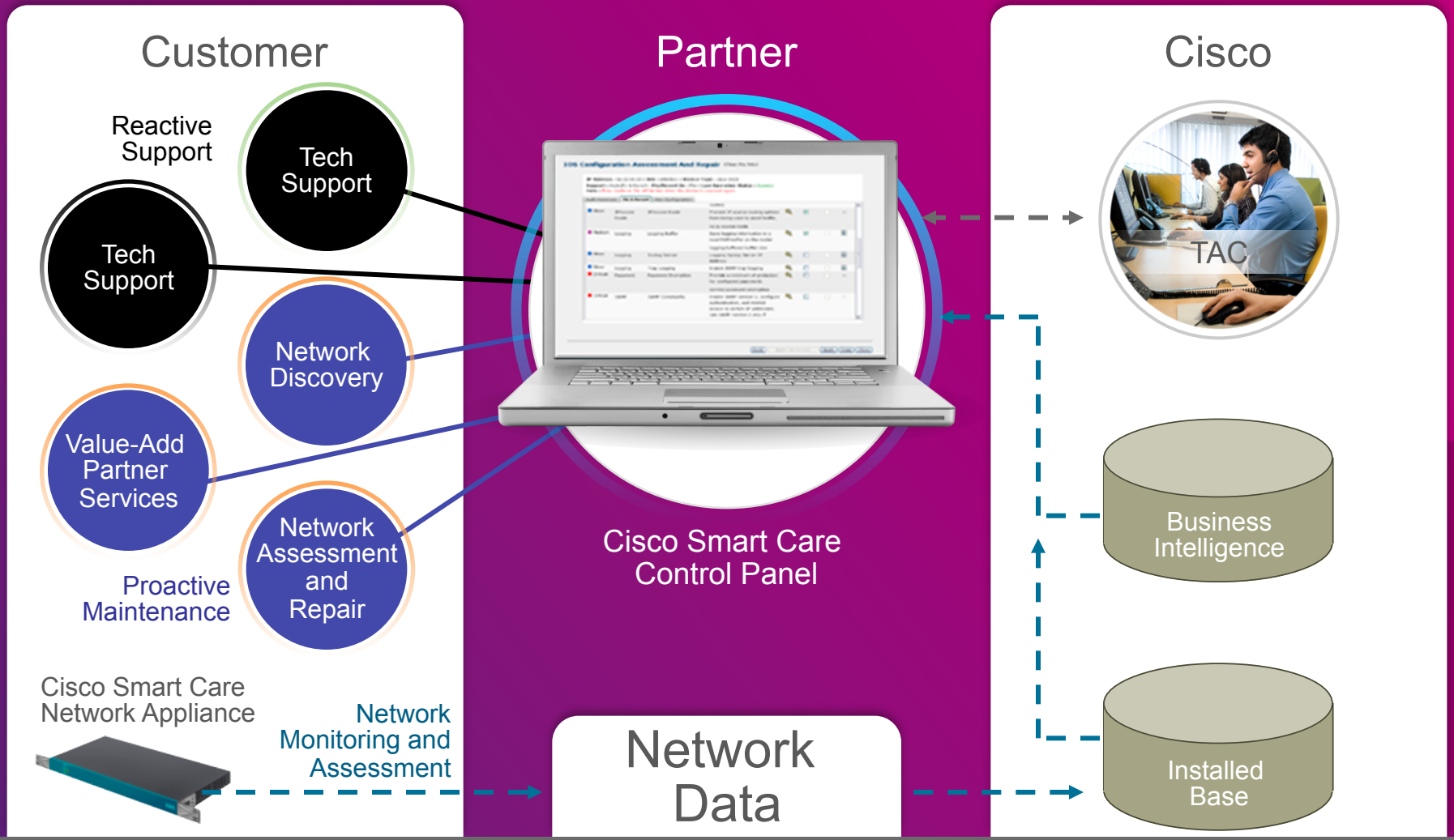
Cisco Smart Care

An innovative service that combines network-wide technical support with ongoing network monitoring and proactive maintenance to deliver a comprehensive approach to the care and continuous improvement of your network.

A Proactive Services Platform on Which Partners Can Build the Next Generation of Personalized Services



Network Discovery, Assessment, and Repair



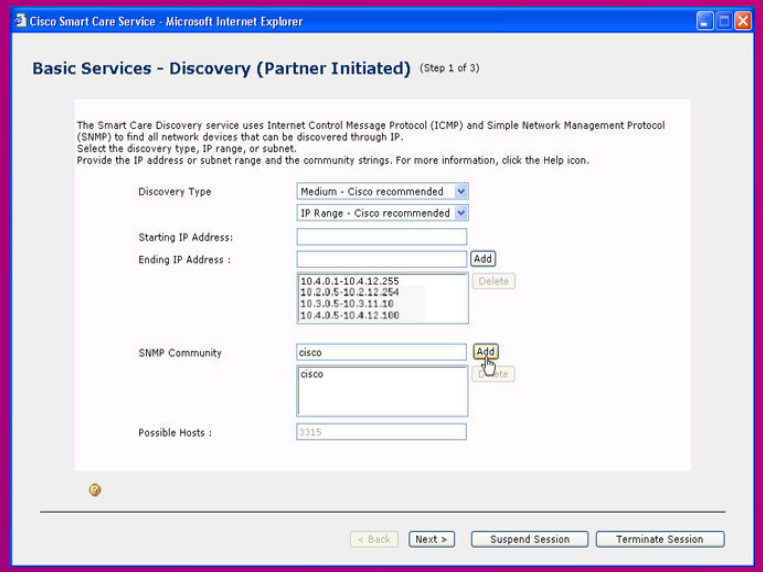
Network Wide Maintenance

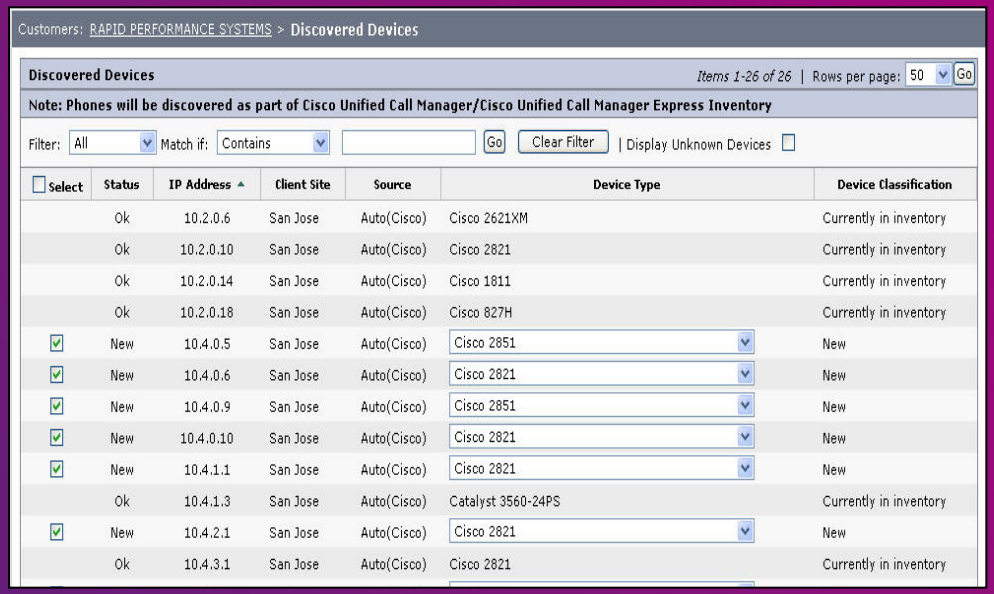
- 24x7 partner access to the TAC
- NBD hardware replacement with an option to upgrade individual devices to four hour coverage
- Cisco.com and Smart Care portal/tools access
- Cisco IOS® updates and upgrades
- Software application support updates

- Caveats and Call Outs:
  - –Includes ESW for CallManager based networks
  - –No On-Site Service SKUS

Smart Care Network Discovery

- First stage of Smart Care contract engagement
- All devices discovered within defined network – Cisco and non Cisco equipment
- Equipment initially identified via SNMP, with logins to retrieve inventory





Select	Status	IP Address	Client Site	Source	Device Type	Device Classification
	Ok	10.2.0.6	San Jose	Auto(Cisco)	Cisco 2621XM	Currently in inventory
	Ok	10.2.0.10	San Jose	Auto(Cisco)	Cisco 2821	Currently in inventory
	Ok	10.2.0.14	San Jose	Auto(Cisco)	Cisco 1811	Currently in inventory
	Ok	10.2.0.18	San Jose	Auto(Cisco)	Cisco 827H	Currently in inventory
☑	New	10.4.0.5	San Jose	Auto(Cisco)	Cisco 2851	New
☑	New	10.4.0.6	San Jose	Auto(Cisco)	Cisco 2821	New
☑	New	10.4.0.9	San Jose	Auto(Cisco)	Cisco 2851	New
☑	New	10.4.0.10	San Jose	Auto(Cisco)	Cisco 2821	New
☑	New	10.4.1.1	San Jose	Auto(Cisco)	Cisco 2821	New
	Ok	10.4.1.3	San Jose	Auto(Cisco)	Catalyst 3560-24PS	Currently in inventory
☑	New	10.4.2.1	San Jose	Auto(Cisco)	Cisco 2821	New
	Ok	10.4.3.1	San Jose	Auto(Cisco)	Cisco 2821	Currently in inventory

Business Impact

Visibility and Optimization for Customers

Increased Visibility

- 82% Previously Uncovered
- 16% End of Sale
- 67% Vulnerabilities

Improve Service

- –14% Support Cost Reduction
- 60% Alerts Which Avoided a Call
- –32% Reduction in Downtime

"The visibility Smart Care provides is important, especially from the management side. We need to know what there is and how it's working

Thys Coetzee, Director of IT, Zinpro Performance Minerals

Source: Cisco, Harbor Research

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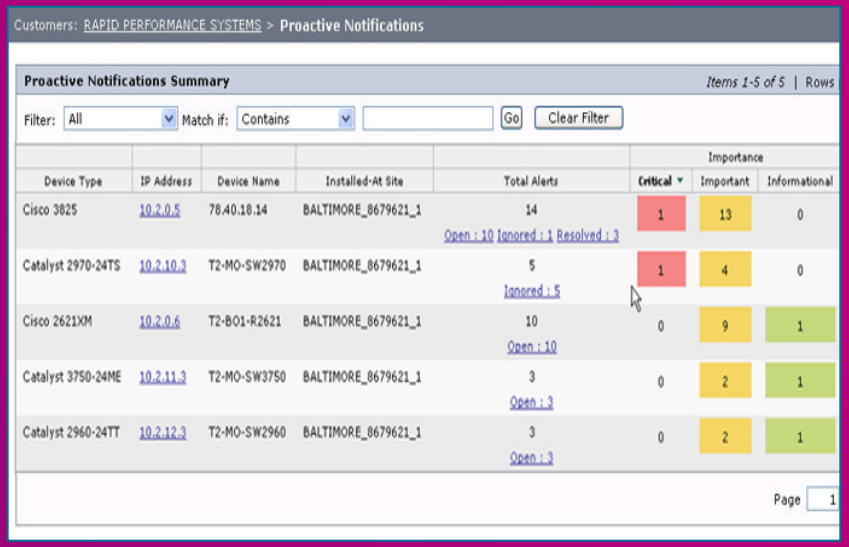
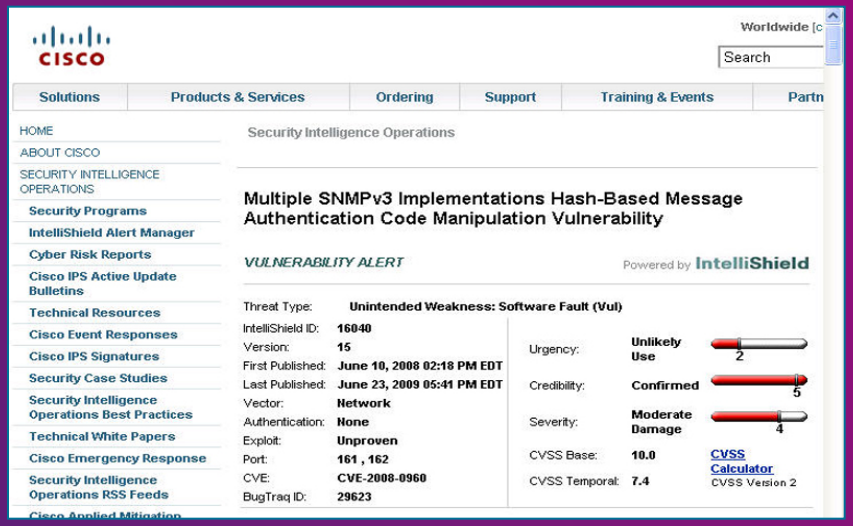
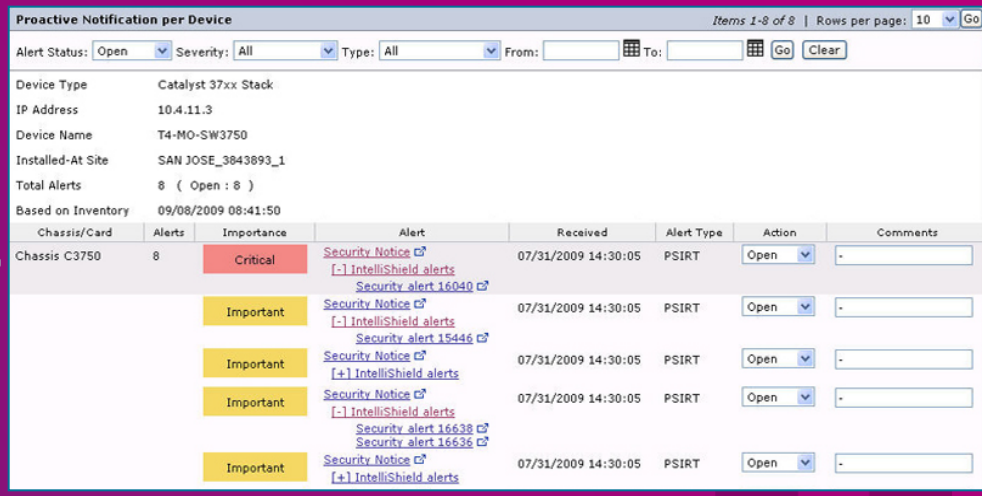
Proactive Alerts and Integrated Intellishield Reports

- Highlights Field Notices, EoX notifications, PSIRTs and Intellishied alerts by devices
- Categorises errors

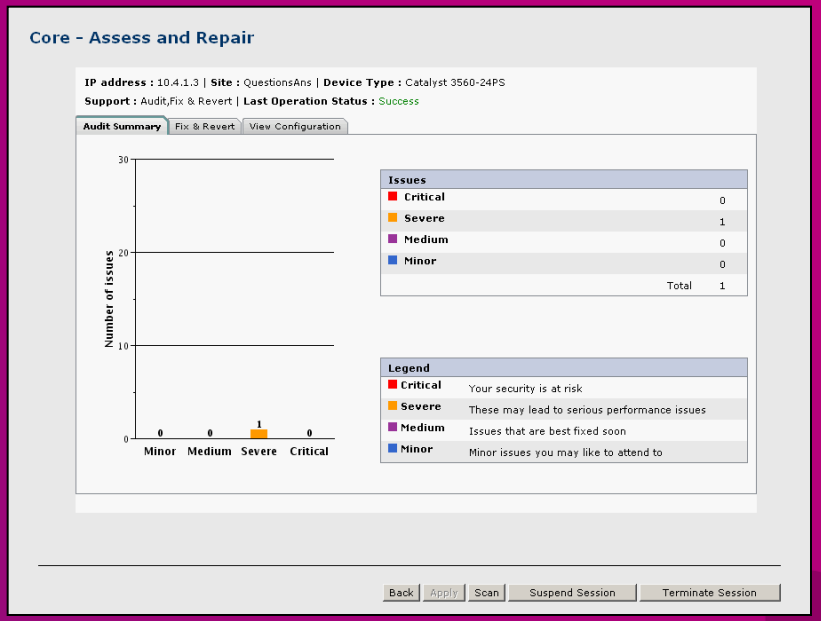


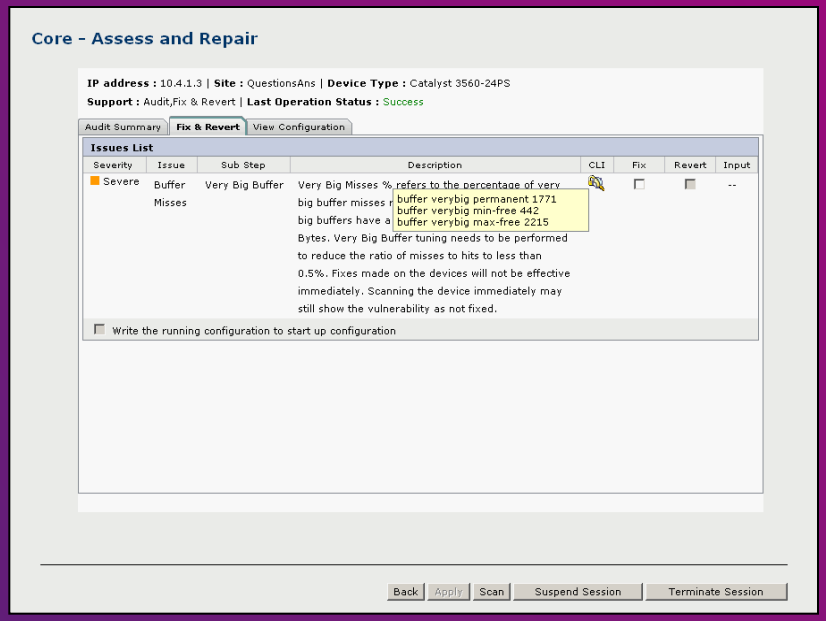




Core Assessments

- Provide partners with analysis of primary configuration and operational parameters, including interface statistics and bandwidth analysis
- Run per device

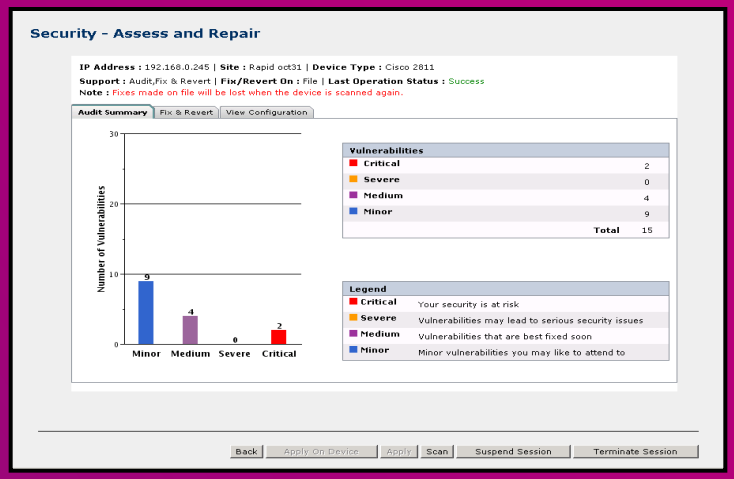


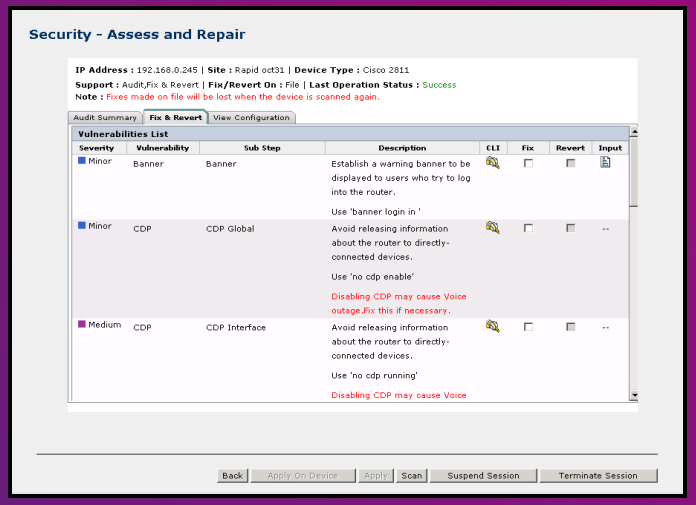


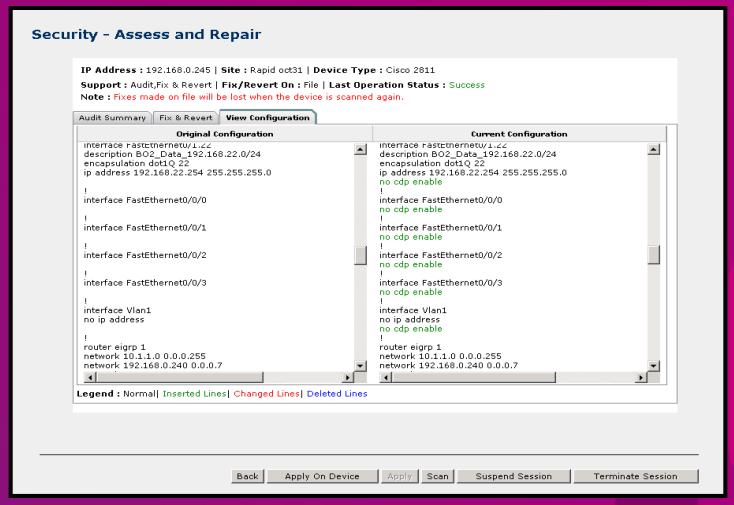
- Issues categorised
- Click to fix
- Summary report available – “The Money Report”

Security Assessments

- Compares software configuration on each device with AS and NAS best practice
- Categorises errors
- Click to fix
- Option to review config changes and save to report format – “The Money Report”

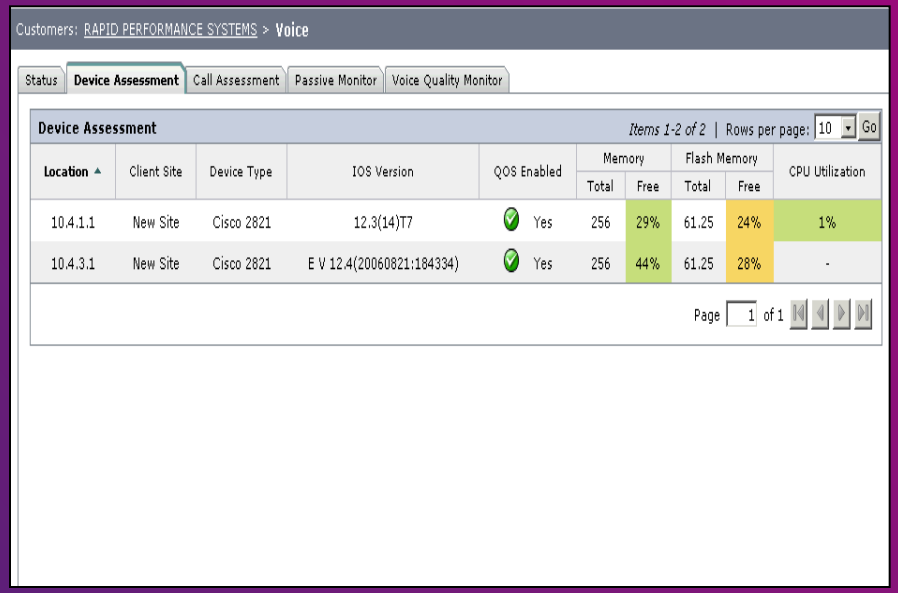


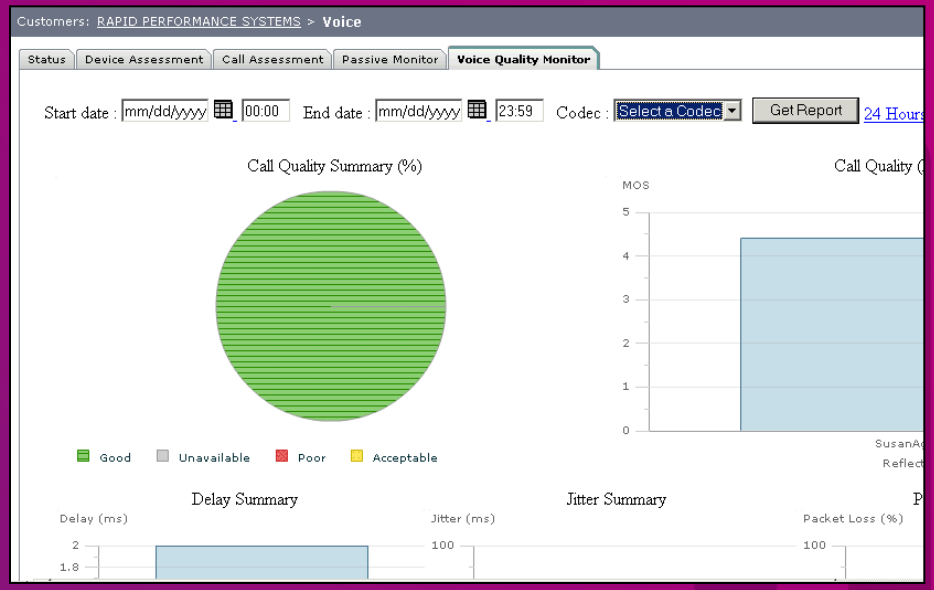




Voice Assessments and Monitoring

- Presales:
  - –Allows partners to simulate voice traffic in a network over a period of time, monitor voice quality (MOS) and identify bottle necks
- Post sales:
  - –Allow partners to continually monitor devices connected to Call Manager together with voice quality between segments





Configuration Backup
Secure Remote Access and Restore

Partner also has access to:

- Backup configuration files locally
- Remote login (tunnel through the https connection) to devices on network. Can be used to restore configuration files
- Proactive monitoring using syslogs

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Q & A

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