

# Cisco Smart Net Total Care

## Cisco Smart Net Total Care Service (SmartNet)

### Service overview

Cisco Smart Net Total Care™ helps reduce downtime with fast, expert technical support and flexible hardware coverage provided by the Cisco Technical Assistance Center (TAC). It also offers integrated smart capabilities, providing current information about your installed base, contracts, and security alerts to enhance the efficiency of your support workflows.

Cisco TAC experts are accessible 24 hours a day, 365 days per year. Technical services are backed by advance hardware replacement in as little as two hours. Online self-help tools include our extensive knowledge library, software downloads, and support tools designed to help you resolve network issues quickly, often without opening a case.

Smart capabilities are delivered through the Smart Net Total Care portal, providing actionable reports and automation to support your Cisco products. Customizable screens show you up-to-date information about the service coverage, product lifecycles, and alerts that apply to your network.

Together, these foundational technical services and smart capabilities can help you resolve problems more quickly, mitigate risk, and improve operational efficiency.

### Benefits

- Resolve problems faster by identifying issues quickly and streamlining your incident management processes to improve IT service levels.
- Reduce risk by having access to Cisco technical experts and smart tools that improve visibility into the state of your IT infrastructure 24 hours a day, 365 days a year.
- Increase operational efficiency through proactive management tools and automated processes that make network administrators and managers more productive.

“With a lean IT organization, the automation on the Smart Net Total Care back end makes a small team’s performance large in execution and impossible to do otherwise. It’s a force multiplier!”

### John Baldwin

Pella IT Manager for Infrastructure Projects and Architectures

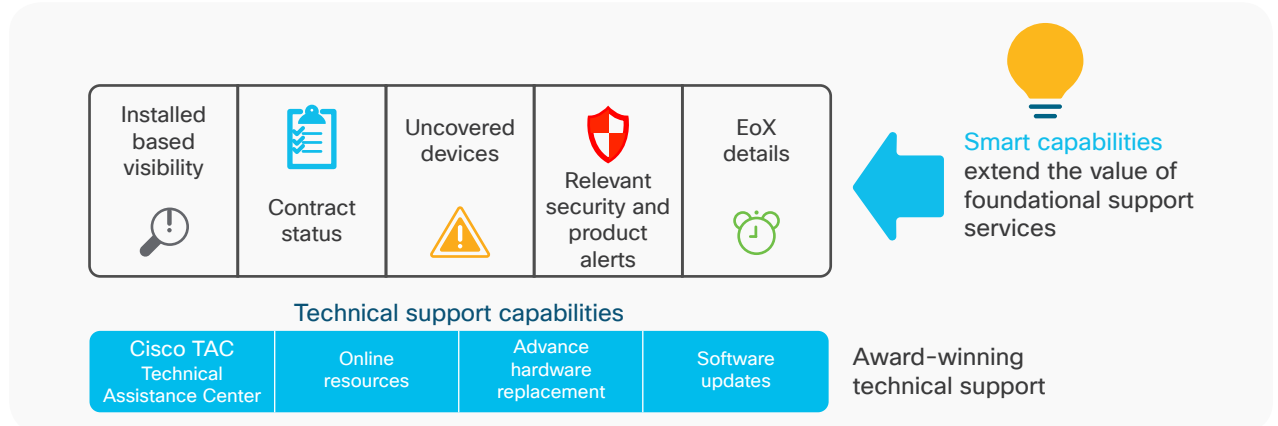
Typical outcomes include:<sup>2</sup>

- 65% reduced security breach risk
- 75% reduced length of outages
- \$1.6M savings in downtime
- \$150K reduced cost in operations

## Next steps

For more information about Cisco Smart Net Total Care Service, visit [www.cisco.com/go/total](http://www.cisco.com/go/total) or contact your local account representative.

You can also find resources such as videos, training, and case studies and interact with other users in discussion forums on the [Smart Net Total Care Community](#).



## Outstanding customer service experience

Recognized by J.D. Power and Associates for providing an “Outstanding Customer Service Experience,” Cisco is the only company to have achieved CTSS certification eleven times<sup>1</sup>. Our services provide troubleshooting support, advance hardware replacement options, and extensive self-help along with smart capabilities that improve support staff efficiency.

## Transforming your technical support experience

Smart Net Total Care’s Technical Support capabilities and insights drive smart workflows that help you resolve problems faster, improve operational support margins, and reduce risk.

- **Technical service and incident management** - provides access to Cisco expertise to resolve incidents quickly. The Cisco TAC can assist with product use, configuration, and troubleshooting issues.
- **Security and product alerts management** - helps proactively identify and manage alerts relevant to your network, reducing continuity risk.
- **Service coverage management** - helps quickly and easily ensure critical assets have the necessary support levels to meet your business needs and comply with corporate policies.
- **Product lifecycle management** - gives you an up-to-date view of your Cisco installed base. This makes it easier to maintain proper device configurations, identify end-of-life hardware, and plan for needed product upgrades.

<sup>1</sup> [J.D. Power and Associates](#)    <sup>2</sup> [Forrester Total Economic Impact Study](#), 2017