Cisco Support Essentials Service

Protect your network investment and your business

In today's interconnected business environment, customer satisfaction, employee productivity, and business profitability all increasingly depend on the business network. Cisco® Support Essentials Service provides the cost-effective network support your business needs to help ensure operation reliability, contain expenses, and protect your Cisco network investment.

No matter the size of your business, you are dependent on your network applications and are vulnerable to the lost revenue that can result from a network outage. But you also cannot afford to commit to a service program that doesn't meet your particular business needs.

When a network problem affects business systems, it requires a deep understanding of the technology and a prompt response to resolve the incident quickly. Support Essentials offers award-winning technical support with entry- level affordability. Delivered by Cisco, the service program can help you resolve routine issues that might arise when using your Cisco products.

Benefits

- Reduces the risk of downtime by providing access to Cisco technical experts and tools

- Increases operational reliability by helping to reduce the effects of potential network problems and allowing your IT staff to focus on the company's core business

- Provides support above and beyond product warranties

- Reduces costs, since a single uncovered service transaction can cost more than a one-year Support Essentials contract

For more information

Contact your local Cisco account representative or authorized Cisco reseller today. We can answer your questions and explore with you how Cisco Support Essentials Service can help ensure the network reliability you need to maintain the competitive advantages of your business.

What is Cisco® Support Essentials?

Support Essentials Service provides an easy, affordable way to help organizations resolve issues that may arise when using Cisco products. Warranties offer limited protection and are usually in effect only within a short time period following purchase. When defective hardware must be replaced, you may have to wait many days for shipments. Plus warranties don't provide expert technical support, online tools and resources, or software updates.

Support Essentials is designed for customers with business networks that utilize basic Cisco routers, switches and wireless access points. Your network is important to your business but not mission critical. You don't need premium support options like 2hr or 4hr hardware replacement, onsite support, or around-the-clock TAC access. Designed for cost-conscious businesses that do not have a large IT staff or a large-scale budget, Support Essentials can enhance operational reliability, reduce total cost of ownership, and help protect your Cisco network investment. Included in the service are the following components:

- Callback support within one business day from Cisco Technical Assistance Center (TAC) engineers
- 8 a.m. to 5 p.m. Next-Business-Day (8x5xNBD) hardware replacements
- Operating system software maintenance releases
- Online access to tools and resources
- Entitlement to smart capabilities

Table 1 summarizes the main features.

Table 1. Main features of Cisco Support Essentials service

Advance Hardware Replacement	Cisco Technical Assistance Center Support	Cisco Knowledge Base and Tools	Operating System Software	Eligible Devices
8 x 5 x Next Business Day (NBD)	8 am to 5 pm access to TAC engineers (Non-urgent callback priority)	Full online access	Maintenance bug fixes	Select routers, switches and wireless access point products