

# Cisco SP Base Service

## When minutes matter, depend on Cisco SP Base Service to deliver

As networks evolve and critical business processes, systems, and services are added, the consequences of downtime increase dramatically. When a problem occurs that can disrupt service delivery or business continuity, IT departments are under intense pressure to resolve the issue as quickly as possible or correct it before it can affect the business.

Cisco® SP Base® supports rapid problem resolution and improved operational efficiency through a combination of expert troubleshooting assistance, online tools, and flexible device coverage options, providing you with greater network availability while reducing operating costs.



of Cisco global service providers use SP Base Service.

## Benefits

- **Resolve problems faster:** Connect directly to the Cisco Technical Assistance Center (TAC), staffed by thousands of certified Cisco professionals with experience diagnosing the toughest problems in your network and data center.
- **Increase operational efficiency:** Access extensive online self-help support resources 24 hours a day, 365 days a year through Cisco's online knowledge base, communities, resources, and tools.
- **Reduce risk:** Gain critical insight with smart, proactive diagnostics. The embedded portal and collection features provide diagnostics and alerts on enabled devices.
- **Increase Return on Investment (ROI):** Access new operating system features, including both minor and major releases, with the latest updates within your licensed feature set.

## SP Base provides unique service options

### **Return-to-Factory (RTF) service level:**

Cisco provides RTF service when the customer returns failed hardware to Cisco for replacement. Cisco then ships the replacement hardware to the customer within a specified timeframe.

### **Service provider Factor-Based Pricing (FBP):**

FBP quotes use a percentage of the customer's entire installed base price, rather than the Services Price List, to determine the cost of service to the customer. FBP allows service provider customers to maintain a simple pricing methodology.

## For more information

For more information about SP Base Service and other types of Cisco Services to maintain and optimize your network, including technology-specific and remote management services, visit <https://www.cisco.com/c/en/us/solutions/service-provider/service-offers-service-provider.html> or contact your local account representative.

## Move quickly and confidently with Cisco expertise and resources

Cisco SP Base is an award-winning technical support service that gives your IT staff direct, anytime access to Cisco engineers and Cisco.com resources—helping you get the fast, expert response and accountability that you require to resolve critical network issues.

The Cisco TAC is available around the clock and around the globe, with support provided in local languages. If your assigned TAC engineer changes for any reason before your service request is resolved, a personal handoff is completed between all parties to provide service continuity through issue resolution. You can confer with Cisco TAC engineers in the way that is most convenient and useful for you, including email, telephone, and web-based collaboration. Throughout a TAC engagement, the goal of every Cisco engineer is to empower your staff through active knowledge transfer.

| Service Features                                | SP Base Service  |
|---|--|
| <b>Hardware Replacement Options<sup>1</sup></b> | Advance replacement: <ul style="list-style-type: none"><li>• 24x7x2 hours (onsite available)</li><li>• 24x7x4 hours (onsite available)</li><li>• 8x5x4 hours (onsite available)</li><li>• 8x5x Next Business Day (NBD) (onsite available)</li></ul> Other: <ul style="list-style-type: none"><li>• Return to Factory (RTF)</li></ul> |
| <b>Cisco TAC Hotline<sup>1</sup></b>            | 24x7 access  |
| <b>Cisco.com Knowledge Base and Tools</b>       | Full access  |
| <b>Operating System Software</b>                | Ongoing updates within the licensed feature set  |
| <b>Smart Portal Access</b>                      | Self-support access  |

<sup>1</sup> SP Base SLA Option available on TAC Response and Hardware Replacement Arrival Time