



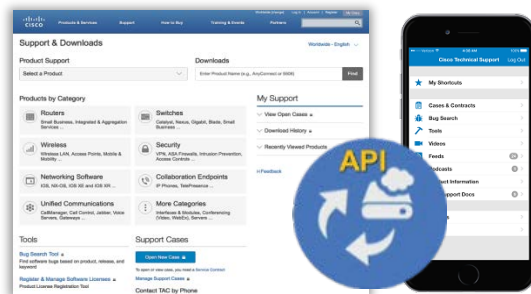
Are you taking full advantage of Smart Net Total Care coverage?

You now have more ways to ...

- ✓ Solve and avoid network issues
- ✓ Get Technical Assistance Center (TAC) solutions
- ✓ Use automated support tools
- ✓ Manage your Cisco inventory



Your single contract delivers...



Cisco Digital Support



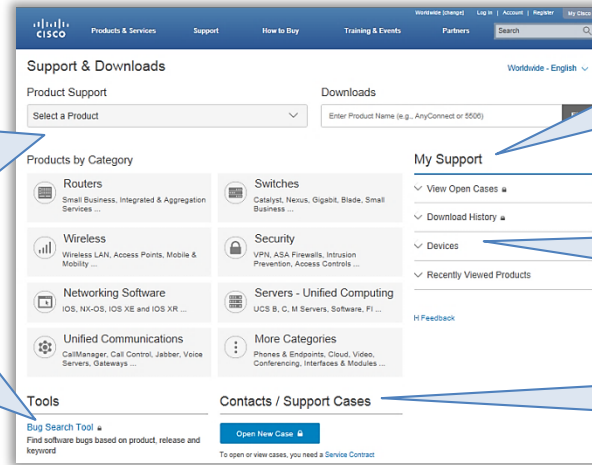
Cisco Smart Capabilities



Technical Assistance Center

Cisco Digital Support

Award-Winning Cisco Support Website



Product Content. See **TAC solutions** and get content for your **specific Cisco model**. See a model page [snapshot](#).

Tools. Speed up tasks with the **TAC tools** our engineers use to automate diagnostics and pinpoint solutions.

My Support. Get personalized links to your cases, software downloads and product content.

My Devices. Manage devices of importance to you in one location.

Support Cases. Open and track cases online – and directly contact the TAC.



Spotlight on ...



Software Downloads

Select the right software using a streamlined process – and download it quickly using an enhanced Download Manager.

Check out the Software Research application [at a glance](#).



TAC Tools

Choose among **20 automated tools** our engineers use to pinpoint solutions.

Use the **Command Line Interface Analyzer** to run diagnostics for ASA and other devices and to see TAC remedies.



My Devices

See support, contract and other vital information for Cisco devices in your personal list. Run lifecycle and other reports – even open a case from here.

See how [at a glance](#).

Download [Cisco Digital Support at a glance](#).

Cisco Digital Support

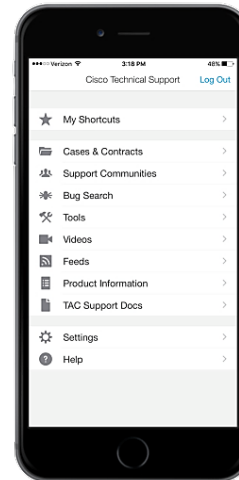
Cisco Technical Support Mobile App

Use support resources on the go, track your cases and contracts, receive alerts, see TAC solutions, connect with your assigned engineer, use bar code scanning to send Cisco device info, get TAC RSS feeds and more.

Learn more about the [Cisco Technical Support app](#).

“(Cisco Tech Support mobile app) works perfectly for what I need to see. Thanks Cisco for letting me take my work wherever I go.”

- Amazon.com app review



The diagram illustrates the flow of data between a 'Company' and 'Cisco' through 'API' (Application Programming Interface). Arrows indicate 'Call for data' from Cisco to the company and 'Get data' from the company to Cisco. Below this, a screenshot of the 'Cisco API Console' is shown. The console interface includes a header 'Cisco data in the cloud Simple, Secure, Scalable.' and a 'Welcome to Cisco API Console' message. It lists 'Your APIs' and 'Your Applications' sections. On the right, there are three steps to get started: 'Register Application', 'Get Access Tokens', and 'Make API Calls'.

Cisco Support APIs

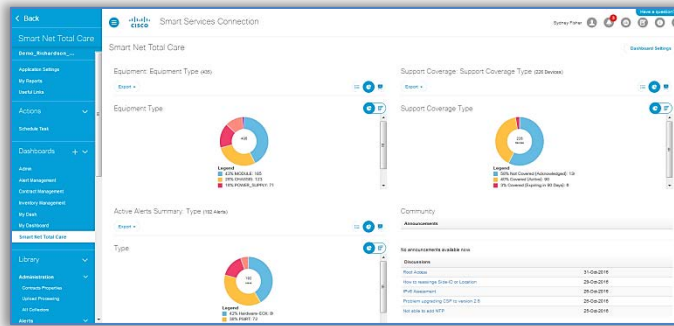
Pull support and services data into your own applications and interfaces – on demand. Use APIs to see device essentials, get the right software, fix bugs, monitor lifecycles, track your cases and contracts, see TAC case trends and more.

Go to the [Cisco Support API console](#).

“With Cisco Support APIs we can now do things with product lifecycle management literally in hours instead of weeks!”

- Technical Director, (Telecom) Global Customer Service

Cisco Smart Capabilities



Enterprise-Wide Inventory Management

Use the Smart Net Total Care portal to manage your organization's entire Cisco inventory – using both high-level and detailed views.

See equipment type and locations, track device lifecycle status and service coverage, receive security alerts and other notifications, ensure your software is updated, run standard or custom reports and more.

See what this portal does [at a glance](#).

Technical Assistance Center

When award-winning assistance makes all the difference...

The Global TAC comprises 3,500+ support engineers and 7,200 technology specialists. They assist customers who deploy 400M Cisco devices worldwide...and back it up with decades of experience, 25,000 certifications, scores of awards – and a history of putting customers first.

Open a case through the Cisco Support Website or mobile app and your engineer will draw from the TAC's wide expertise to expedite resolution and help you avoid future issues.

Replace network devices when necessary. Smart Net Total Care offers 2-hour, 4-hour, and next-business-day options.



In 2016 Cisco was awarded the prestigious **J.D. Power and Associates** Certified Technology Service and Support (CTSS) certification for a record **tenth** time, which affirms ongoing Cisco success in delivering an exceptional customer experience.



Need specialized TAC support beyond Smart Net Total Care?

Select from these tiered premium services –



Solution Support to get centralized management for your multivendor solutions



Software Support Service to assure your Cisco software meets business objectives



TS Advantage to engage specialists who *know your network*

Let us help.

To renew your contract or explore specialized services options, [contact us](#) today.

