# 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 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.

The damages of network downtime can affect your entire business. Sales can be lost, and employee productivity can suffer. Your relationships with suppliers and business partners can be jeopardized. And downtime can result in impaired financial performance from interrupted cash flow.

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.

With all these risks, investing in a support program can pay off. The annual fee can be lower than the cost of even a single uncovered service call. Your IT staff members get the support they need, which allows them to stay focused on their primary responsibilities. And you are assured of operational stability and a program that fits your budget requirements.

## When Business Continuity is Important, Turn to Cisco Support Essentials Service

When a network problem affects business systems, it requires fast response and a deep understanding of the technology to resolve the incident quickly. Support Essentials offers award-winning technical support with entry-level affordability. Delivered by Cisco, this service program can help you to resolve routine issues that might arise when using Cisco products. Support Essentials provides the following capabilities for device-level support to help you reduce the risk of business interruptions:

- 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 TAC support | Cisco knowledge base and tools | OS software updates | Eligible devices |
|---|---|---|---|---|
| 8x5xNBD replacement | Callback within one business day during local business hours (8 a.m. to 5 p.m.)<br>**Note:** Access levels vary by region. | Full online access | Maintenance releases for bug fixes | Select routers, switches, and wireless access points |

## Access to the Network Experts at Cisco

The Cisco TAC is staffed by Cisco professionals certified in a broad range of products and technologies. You can confer with TAC engineers in the way that is most convenient and useful for you, including email, telephone, and web-based chat collaboration. Access levels vary by country. Please contact your account representative for access details for your area.

## The Replacement Hardware you Need, When and Where You Need It

When you need fast access to replacement hardware, Support Essentials provides next-business-day advance replacement where available, and otherwise, same day shipment. For more information, consult a Cisco account manager or authorized Cisco reseller or review the Service Availability Matrix at https://samccx.cloudapps.cisco.com/apidc/sam/search.do for a complete list of local delivery options.

## Software Updates

Cisco provides OS software maintenance updates for your licensed feature set. Software releases and any supporting documentation are available through Cisco.com Software Central at https://software.cisco.com/swcentral/home.html.

## Online Self-Help Support

You have access to the Cisco Support website, which includes Cisco's extensive knowledge library, software downloads, and support tools designed to help you resolve network issues without opening a case.

## Smart-Entitled Capabilities that Can Streamline Incident Management

All Support Essentials customers are entitled to smart capabilities[1] that provide information about your installed base status and alerts and can give you the visibility and insight you need to improve the efficiency of your support operations. Support for these smart capabilities is provided through an online community monitored by Cisco and peer experts.

## Contract Benefits

Multiyear contracts for the Support Essentials Service make technical support even more effective. With multiyear options, you can lower total support costs and help ensure a stable expense rate over the course of your contract. This option also gives you the capability to match your service contract to lease terms.

## Why Cisco Services?

You must align your network strategy with top business initiatives to protect project execution from poor technology planning. Cisco can help you benefit from our experience and expertise. Cisco Services can make networks and applications and the people who use them work better together. Our solutions and services build on our innovation and leadership in networking. Recognized by J.D. Power and Associates for providing "An Outstanding Customer Service Experience," Cisco is the only company to have achieved Certified Technology Service and Support (CTSS) certification 10 times.[2]

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[1] Proactive smart capabilities such as the Cisco collector and Cisco Smart Net Total Care™ portal must be configured or enabled to deliver the functions described.

[2] Refer to the J.D. Power and Associates press release, July 19, 2016, at https://www.jdpower.com/press-releases/jd-power-2016-certified-technology-service-and-support-program.

## Learn More about Cisco Support Essentials Service

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.

## Cisco Capital

**Financing to Help You Achieve Your Objectives**

Cisco Capital can help you acquire the technology you need to achieve your objectives and stay competitive. We can help you reduce CapEx. Accelerate your growth. Optimize your investment dollars and ROI. Cisco Capital financing gives you flexibility in acquiring hardware, software, services, and complementary third-party equipment. And there's just one predictable payment. Cisco Capital is available in more than 100 countries. Learn more.