



# CISCO SYSTEMS® TECHNICAL SUPPORT SERVICES GUIDE FOR SMALL AND MEDIUM-SIZED BUSINESSES

## ACCELERATE YOUR BUSINESS SUCCESS BY IMPROVING PRODUCTIVITY, INCREASING OPERATIONAL EFFICIENCY, AND EXTENDING THE LIFE OF YOUR NETWORK ASSETS.

Technical support can be critical to the success of small and medium-sized businesses. You need consistent, high-quality support to help maximize the return on your network investment. Whether it is to supplement your in-house support staff, or provide additional expertise for new products and technologies, Cisco Systems® offers you support services that target your needs.

## INDUSTRY RECOGNITION

### Numerous Awards and Industry Recognition



**Timely Resolution  
Improvement Project**  
Gold Award—Strengthening  
Customer Loyalty category



**Cisco Service and Support**  
Strongest market leadership  
in service and support among  
vendors offering the widest  
range of products (rated by SPs)



# 1 in Reliability  
# 1 in Networking



**Cisco Support**  
Best performance among  
software support providers



**CCIE Program**  
# 1 “Most Technically  
Advanced Program”  
# 1 “Best Hands-On Program”



**CCIE Security**  
Top Ten “Most Important  
Certifications”  
Top Ten “Fastest Growing  
Certifications”

## CISCO SYSTEMS® TECHNICAL SUPPORT SERVICES

### Accelerate Your Success

Cisco® Technical Support Services help ensure that your Cisco products and network operate efficiently, benefit from the most up-to-date system software, and assist you in effectively managing the network services required to maintain high-quality network performance. Cisco offers a flexible suite of service options to best meet your business requirements. Highlights include:

- **Leading expertise:** Cisco has set industry standards for maintaining high customer satisfaction, proven industry knowledge, and a reputation of reliability that has been recognized by numerous industry awards.
- **Comprehensive coverage:** With Cisco Systems Technical Support Services, you gain the expertise of more than 1000 highly trained technicians through the Cisco Technical Assistance Center (TAC). In addition, you have access to future operating system software improvements, advanced hardware replacement, and entry to the award-winning Cisco.com Website that offers 24-hour rapid resolution to technical problems.
- **Enhanced value:** You can take advantage of improved value-based pricing for services that support commonly used business networking products.

## SMALL- AND MEDIUM-BUSINESS TECHNOLOGY EXPERTISE

### Knowledge and Resources for Your Complete Networking Solutions

- Network foundation (routing and switching)
- Security (secure access and threat defense)
- IP communications (converged data, voice, and video)
- Mobility (wireless and remote access)

## THE CISCO PARTNER COMMUNITY You Have a Choice

Cisco works with companies worldwide that are members of various company partner programs and also deliver networking services. Cisco partners can provide a range of services to help you succeed in planning, designing, implementing, and optimizing your Cisco network.

## TECHNICAL SUPPORT PROGRAMS

### Cisco SMARTnet® Support, Cisco SMARTnet Onsite Support, and Cisco Software Application Services

Complement your in-house resources with Cisco expertise while helping to protect your network investment and maximize availability by:

- Providing Cisco expertise in a broad range of networking environments and technologies
- Creating a proactive support environment as an ongoing part of your network operations
- Augmenting the resources of your technical staff to complement your in-house capabilities
- Providing remote technical support with onsite hardware replacement options
- Making Cisco technical knowledge and resources available to you

## CISCO SMARTNET SUPPORT

### Access to the Ultimate in Technical Support for Your Cisco Equipment

For common network issues or complex network problems, Cisco SMARTnet support provides you immediate access to vital information and assistance, when you need it, with:

- Ongoing system software updates that help you to efficiently evolve your network infrastructure to meet ever-changing business needs, and to help increase the return on your original hardware investment
- Rapid technical problem resolution with 24-hour, global access to the Cisco TAC for expert technical engineers
- Standard, next-business-day advance hardware replacement—additional replacement options (some as fast as two hours) are available
- Registered access to Cisco.com for powerful online tools and information

**Cisco TAC:** Available on the Web or on the telephone, Cisco TAC engineers are among the best in the industry. The Cisco TAC offers:

- **Highly skilled staff**—Opens access to more than 1000 highly trained customer support engineers, 390 CCIE-qualified professionals, and more than 13,000 research and development engineers
- **Superior expertise**—Provides a breadth of experience in numerous networking environments (including voice, video, and data communications) and technologies (including access, Cisco IP telephony, LAN switching,

optical networking, security solutions, content delivery networking, storage area networks, and wireless)

- *Knowledge transfer resources*—Enhances in-house technical skill levels
- *Sophisticated call routing*—Quickly routes you to the correct technology expert
- *Cisco Live*—Turns a simple phone call into an interactive collaboration session
- *Available around the clock*—Gives you 24-hour access to support. In addition, extensive Cisco labs provide an invaluable engineering resource and knowledge base for training, product information, and testing of network issues.

**Cisco.com:** This award-winning, industry-leading online support and information service includes comprehensive database and knowledge transfer resources, interactive consulting tools, and a robust set of technical tools and product information that increase self-sufficiency and productivity. These deliverables include:

Software Support and Productivity Tools

- *Software Advisor*—Addresses the common Cisco TAC question, “What software do I need?”
- *Interactive software management tools*—Provides patch information and error notifications.
- *Internet commerce tools*—Enables you to purchase Cisco products and services, check order status, and use the enhanced Web-based configuration tool.
- *Peer-to-peer online forums*—Extends your access to peers in your industry and allows you to have technical discussions with engineers, many of whom hold a CCIE certification.

Automated Troubleshooting Tools and Support

- *Technical Support Advisor*—Find personalized support resources by task, product, and software. Automated troubleshooting tool that focuses on high-volume, low complexity network issues.

- *Cisco TAC Case Collection*—Use this interactive tool to identify and troubleshoot common hardware, configuration, and performance issues.
- *Software Bug Toolkit*—Make informed decisions about which specific software version(s) to use. Sign up to receive proactive bug notification, based on your network profile, which will inform you of software bugs that could impact your network.
- *Product Alert Tool*—Set up a profile to receive e-mail updates about reliability, safety, network security, and end-of-sale issues for specified Cisco products.

**Advance Hardware Replacement:** Expedites delivery of replacement hardware

- Helps maintain your network operations
- Supports your risk mitigation plans

**Cisco IOS® Software Support:** Installing new maintenance releases, patches, or version updates of Cisco IOS Software enhances and extends the life of your Cisco devices by delivering:

- Improved security
- Increased performance
- New protocol support
- Greater interoperability in accordance with Cisco IOS Software Support requirements

## CISCO SMARTNET ONSITE SUPPORT

### The Additional Onsite Parts Replacement Support You Need

Cisco SMARTnet ONSITE support includes all the benefits of Cisco SMARTnet support plus it provides the added assurance of a trained field engineer to install replacement parts at your site. Cisco SMARTnet Onsite support takes advantage of Cisco technological expertise and best practices to help ensure that your network operates at the highest levels of availability and performance.

**Onsite Field Engineer:** Cisco highly trained onsite engineers provide:

- More accurate and faster advance network parts installation
- Improved network staff readiness and skill levels
- Reduced staffing requirements

## CISCO SOFTWARE APPLICATION SERVICES

### Cisco SAS and Cisco SAS-Plus Upgrades (SASU)

This application software support maximizes your application technology investment with around-the-clock access to technical support and software upgrades and updates, and helps:

- Reduce cost of ownership of software applications with Cisco expertise and knowledge
- Increase customer satisfaction by maximizing network or application availability, reliability, and stability
- Improve internal resources productivity through access to the Cisco knowledge base
- Ensure access to the latest software application functions—security, performance, and more
- Provide timely problem resolution 24-hour through access to Cisco TAC

## CISCO SYSTEMS COMMITMENT

### Comprehensive Services from the Start

Cisco is committed to maximizing the return on your network investment with services that help ensure that your Cisco products operate efficiently, remain highly available, and benefit from the most up-to-date software.

## FOR MORE INFORMATION

To learn more about how you can take advantage of Cisco Technical Support Services, talk to your Cisco representative or visit the Small- and Medium-Sized-Business Support Services Website at:

[www.cisco.com/smbservices](http://www.cisco.com/smbservices)

## SUMMARY—CISCO TECHNICAL SUPPORT SERVICES

	SMARTnet	SMARTnet ONSITE	Cisco SAS	Cisco SASU
Cisco TAC	X	X	X	X
Registered access to Cisco.com	X	X	X	X
Cisco IOS Software support (major, minor, and maintenance releases)	X	X	—	—
Advance Hardware Replacement	X*	X*	—	—
Field Engineer	—	X	—	—
Application Software Maintenance Releases	—	—	X	X
Application Software Major & Minor Releases	—	—	—	X

\* Various service levels available