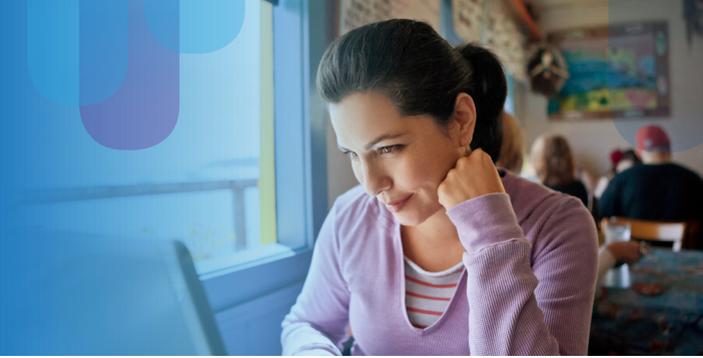


# Cisco SP Base Service



**Resolve network problems rapidly with direct, anytime access to Cisco experts, software updates, and hardware replacement matched to your needs.**

## 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.

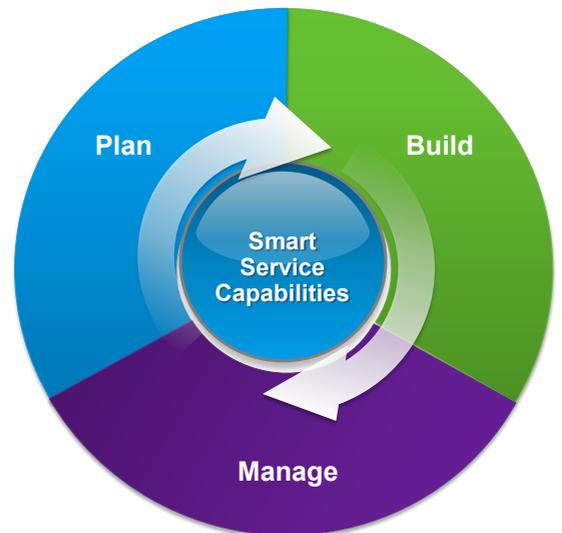
## Move Quickly and Confidently with Cisco Expertise and Resources

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.

## Connects Directly to the Network Experts at Cisco

When a network problem is affecting business-critical systems, get fast access to technology experts with experience in diagnosing the toughest problems. Cisco SP Base Service connects you directly to the Cisco TAC, staffed by Cisco professionals certified in a broad range of Cisco products, service provider architectures, and advanced technologies. The Cisco TAC employs a sophisticated system that helps ensure that your service request is automatically routed to the appropriate technology team and automatically escalated to the next level of support if it is not resolved within a specified timeframe. To confirm the right remediation action, Cisco engineers can test solutions in a laboratory environment that simulates your network.

The Cisco TAC is available around the clock and around the globe, with support available 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 a 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.

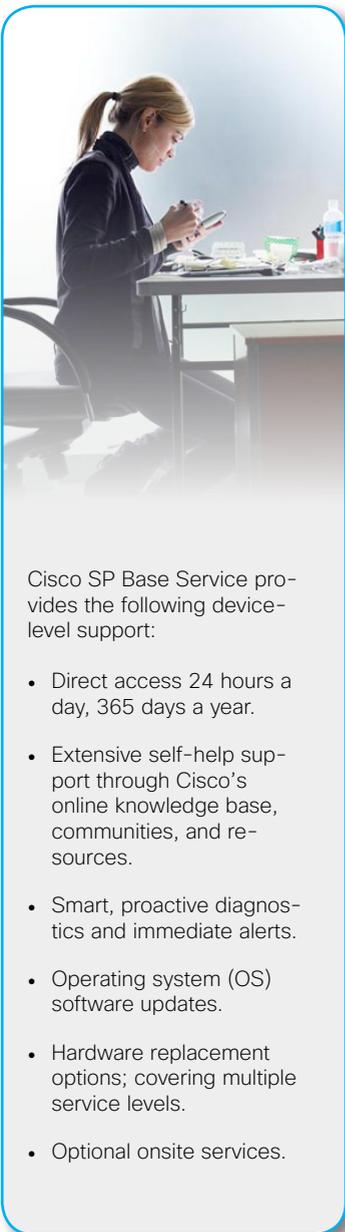


**Figure 2: Lifecycle Phases**

The unique Cisco Lifecycle approach to services as shown in Figure 2 defines the requisite activities at each phase of the network lifecycle to help ensure service excellence.

## Online Troubleshooting Tools Accelerate Problem Resolution

Improving operational efficiency is an ongoing concern for IT departments. As part of the Cisco SP Base Service, your staff has access to extensive troubleshooting and support resources on the award-winning Cisco.com support site which contribute to improved operational efficiency in numerous ways.



Cisco SP Base Service provides the following device-level support:

- Direct access 24 hours a day, 365 days a year.
- Extensive self-help support through Cisco's online knowledge base, communities, and resources.
- Smart, proactive diagnostics and immediate alerts.
- Operating system (OS) software updates.
- Hardware replacement options; covering multiple service levels.
- Optional onsite services.



Using the automated tools and personalized content based on your network environment, you can quickly resolve many issues yourself online. Some of the most widely used tools are:

- **Software Downloads:** Get the latest updates, patches, and releases of Cisco software.
- **Software Advisor:** Choose appropriate software for your network device by matching software features to Cisco IOS® Software and Cisco Catalyst® OS releases.
- **Bug Toolkit:** Quickly find software problem fixes based on version and feature sets.
- **TAC Case Collection:** Interactively diagnose common problems involving hardware, configuration, and performance issues.
- **Error Message Decoder:** Look up explanations for console error message strings listed in the Cisco Software System Messages guide.
- **Command Lookup Tool:** Look up a detailed description for a particular Cisco IOS Software, Cisco Catalyst, or Cisco PIX® or ASA command.
- **Output Interpreter:** Receive instant troubleshooting analysis and course of action for your router, switch, or Cisco PIX device using collected show command output.

Online resources provide any day, any time, on demand support

- Resolve network issues with automated troubleshooting tools and personalized content
- Use My Cisco to organize and track the information that matters most to you
- Browse a library of over 90,000 technical documents and resources
- Join support communities and share knowledge with peers and Cisco experts
- Connect with Cisco technical support using social media apps, including Facebook and Twitter

Cisco customers with support contracts have authorized access to technical resources and personalized pages that can provide an accelerated path to issue resolution.

## Count on the Right Part, When and Where You Need It

When you need dependable, fast access to business-critical parts, your Cisco SP Base Service delivers. Choose from a variety of hardware replacement options, including premium options such as 2-hour replacement and onsite parts replacement and installation. You can select the coverage you want on a device-by-device basis, so you get the flexible coverage you need.

All options include anytime, global access to the Cisco TAC and award-winning Cisco.com resources. The Cisco SP Base Service options are shown in Table 1.

**Table 1.** Service Options

Service	Hardware Replacement Options <sup>1</sup>	Optional Onsite Engineer	Cisco TAC <sup>3</sup> Hotline	Cisco.com Knowledge-Base and Tools	Operating System Software	Eligible Devices
Cisco SP Base Service/ SP Base Onsite	Advance Replacement: <ul style="list-style-type: none"> <li>• 24x7x2 hour</li> <li>• 24x7x4 hour</li> <li>• 8x5x4 hour</li> <li>• 8x5xNBD</li> </ul> Other: <ul style="list-style-type: none"> <li>• 8x5xRTF</li> <li>• 8x5xRFR<sup>2</sup></li> </ul>	Only with SP Onsite Support Option	24x7 access	Full access	Ongoing updates within the licensed feature set	All

1. Optional SP Advance Replacement for hardware is available in various service-level combinations. For example, 8x5xNBD indicates that a technical support engineer is available 24 hours a day and advance hardware replacement is available 8 hours per day (delivering the replacement hardware during normal business hours only), 5 days a week, with next business day delivery.

2. Return for Repair on select products only.

3. Cisco Technical Assistance Center

## More Than a Warranty

Companies sometimes think of warranties as an adequate defense against product problems. Cisco SP Base Service goes far beyond a simple warranty replacement policy (see Table 2). Cisco SP Base Service provides troubleshooting support, advance hardware replacement options, and extensive self-help and knowledge transfer to empower your network operations and support staff. Warranty only offers delayed hardware replacement during the warranty duration.



**Table 2.** Cisco SP Base Service Features vs. Warranty Features

Service Features	Hardware Coverage and Duration	Hardware Replacement	Software Coverage and Duration	Cisco Technical Support	Cisco IOS Software Updates	Cisco.com Knowledge Base and Tools
Cisco SP Base Service/Onsite	Renewable Contracts	Advance Replacement: <ul style="list-style-type: none"> <li>• 24x7x2 hour</li> <li>• 24x7x4 hour</li> <li>• 8x5x4 hour</li> <li>• 8x5xNBD</li> </ul> Other: <ul style="list-style-type: none"> <li>• 8x5xRTF</li> <li>• 8x5xRFR<sup>1</sup></li> </ul>	24x7 access	Full access	Ongoing updates within the licensed feature set	All
Warranty	Replaces defective hardware only 90 days and 1 year are most common	10 day Advanced Replacement 15 day Return to Factory <sup>2</sup>	Replaces software media during first 90 days	No	No	No

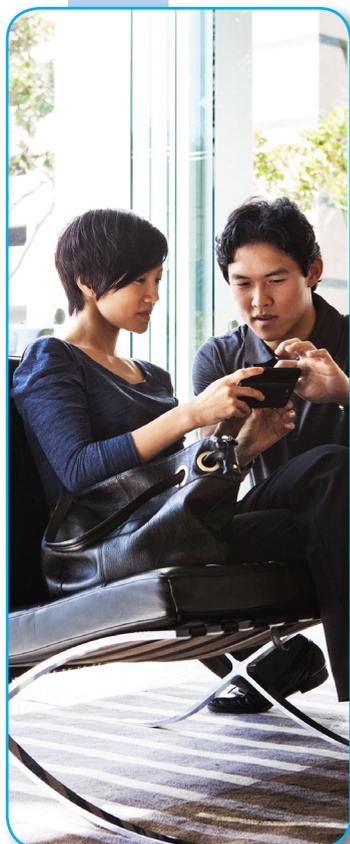
1. Return for Repair on select products only.
2. On Optical Networking products. Get more information on the Cisco warranty.

## Award-Winning Service

With Cisco you get service and support that consistently win awards year after year. The certifications and awards shown in Figure 1 illustrate how Cisco continues to set the standard when it comes to support performance and value to our customers. When you choose Cisco, you are getting extremely high-quality service from a team of experts whose top priority is to make you successful.

**Figure 1.** Industry-Recognized High-Quality Service

Awards	
	<p><b>CRN Magazine 2012 Channel Champions</b></p> <p>Cisco SMB Networking Hardware was rated by CRN magazine readers as #1 in post-sales support in the recent 2012 Channel Champions Award. Cisco scored well ahead the next closest IT vendor in a survey of more than 2,000 CRN readers.</p>
	<p><b>J.D. Power and Associates 2012 Certification</b></p> <p>Cisco Systems, Inc., global has been recognized by J.D. Power and Associates for providing "An Outstanding Customer Service Experience." The Certified Technology Service and Support (CTSS) program honors companies who deliver outstanding technical support. Cisco is the only company to have achieved CTSS certification six times. J.D. Power and Associates is a global marketing information services company operating in key business sectors including market research, forecasting, performance improvement, web intelligence, and customer satisfaction.</p>
	<p><b>Association of Support Professionals (ASP) Awards</b></p> <p>This industry award recognizes sites that exhibit best practices based on 25 different performance metrics. These include usability, knowledgebase implementation, customer experience, and use of technology.</p> <ul style="list-style-type: none"> <li>• ASP Hall of Fame</li> </ul> <p>Cisco was named to the ASP Web Support Hall of Fame, which honors websites that have been named among the "Ten Best Web Support Sites" for at least four years. The support website on Cisco.com has earned a position as one of the Ten Best Web Support Sites in 1998, 1999, 2002, 2005, 2007, 2008, 2010, 2011, and 2012.</p>
	<p><b>Technology Services Industry Association (TSIA) STAR Award</b></p> <p>The STAR Awards are one of the highest honors in the technology services industry, acknowledging the contribution of companies to the continual improvement of technology services delivery industry-wide.</p> <ul style="list-style-type: none"> <li>• Excellence in Online Support 2011, 2012</li> <li>• Excellence in Service Delivery Optimization 2011, 2012</li> <li>• Excellence in Innovative Support 2011</li> <li>• Excellence in Partner Management 2011</li> <li>• Best Online Support 2009, 2010</li> </ul>





Awards	
	<p><b>Forrester Groundswell Award</b></p> <p>The Cisco Support Community was recognized in 2011 with an award for “Innovative Business-to-Business Support” for innovation using social media and mobile technology</p>
	<p><b>siteIQ Annual Website Ranking</b></p> <p>The Cisco Support Website continues to lead in usability and major trends. In October 2011, the Cisco Support Website was rated “#1 in Usability” by siteIQ industry analysts.</p>
	<p><b>Stevie American Business Award</b></p> <p>Cisco received the 2011 Stevie American Business Award in the New Product/Service of the Year category for the Smart+Connected Communities Institute.</p>
	<p><b>Brandon Hall Group Technology Excellence Award</b></p> <p>The 2011 Brandon Hall Group Technology Excellence Awards, sponsored by research and analyst organization Brandon Hall Group, recognized the best of the best in Learning, Talent, Management, and Sales and Marketing. The Cisco Sales Associates Program (CSAP), Learning@Cisco, and Cisco Organizational Learning (COL) each won awards.</p>
	<p><b>M2M Value Chain Award</b></p> <p>Recognizes the most successful corporate adopters of machine-to-machine (M2M) technology as well as the team of solution providers that made their success possible. The 2010 award recognized Itron’s global implementation of Cisco Smart Call Home on its Cisco Catalyst 6500s Series switches. Cisco was honored as the technology enabler that made the Smart Call Home proactive diagnostic alert solution possible.</p>

## Ordering Information

Cisco SP Base Service can be ordered through your local Cisco account representative.

## Why Cisco Services

Cisco Services make networks, applications, and the people who use them work better together. Today, the network is a strategic platform in a world that demands better integration between people, information, and ideas. The network works better when services, together with products, create solutions aligned with business needs and opportunities.

## For More Information

For more information about Cisco SP Base Service, visit [www.cisco.com/go/SP](http://www.cisco.com/go/SP) Base or contact your local account representative.

For more information about other types of Cisco Services to maintain and optimize your network, including technology-specific and remote management.