

## Cisco Technical Services

Proactively maintain network health and operations with smart services and industry-leading technical support.



### Award-Winning Technical Services

Reliable, cost-effective networks are vital to success in today's demanding business environment. Cisco Technical Services can help you:

- Increase network uptime, operational efficiency, and reliability through a range of services that can help you extend the value of your IT investments
- Gain critical insight into network performance and increase network availability with smart services that provide detailed diagnostics and real-time alerts on core devices
- Strengthen IT security with OS and security updates as well as remote management of security applications and access to vendor-neutral security intelligence
- Expand staff expertise through knowledge transfer and extensive online resources

### Challenge

Maintaining the health of your Cisco products is fundamental to providing a high-performance network environment that is secure and stable around the clock. To sustain that environment, your IT staff has to keep up with changing technology and associated best practices while also maintaining a focus on return on investment (ROI) and striving to reduce the total cost of ownership as they implement new solutions. These are significant challenges, and even the best IT staffs can use help. Access to global, industry-leading support services can help you achieve and maintain a robust network environment.

### Solution

Cisco® Technical Services is a portfolio of support services that can help maintain the health and performance of every Cisco product. The services range from traditional maintenance to proactive and predictive tools that use smart service diagnostic, alert, and remediation capabilities. Our smart services provide detailed diagnostics and real-time alerts on core network devices to help resolve issues quickly and improve network availability.

### Technical Services

The following services are available for enterprise, service provider, and small and medium business customers:

- **Cisco SMARTnet® Service:** Offers immediate access to Cisco engineers and an extensive range of technical resources for rapid issue resolution, flexible device-by-device coverage, and premium service options. The Cisco SMARTnet Onsite Service option provides a field engineer at your location for replacement parts installation. Smart Call Home, an embedded support feature of Cisco SMARTnet, provides proactive diagnostics, alerts, and remediation capabilities for call-home enabled devices.

- **Cisco SP Base Service:** Gives service providers (SPs) anytime access to Cisco engineers and Cisco.com resources to help ensure the fast, expert response needed to resolve critical network issues. The Cisco SP Base Onsite option adds the services of a trained field engineer to install replacement parts on location.
- **Cisco Smart Care Service:** Gives small and medium-sized business (SMB) customers proactive support for the entire Cisco network in a single contract. Increases network visibility; supports continuous improvement; and verifies network security, reliability, and functionality.
- **Cisco Smart Foundation Service:** Provides cost-effective network support on select devices for SMB customers.
- **Cisco Software Application Support Services:** Strengthens the availability, functionality, and security of your Cisco software applications. Available services include Cisco Software Application Support (SAS) Service, Cisco Software Application Support plus Upgrades (SASU) Service, and Cisco Unified Communications Essential Operate Service.
- **Cisco Focused Technical Support Services:** Provides Cisco network experts to support fast network evolution to critical business demands and expedites the resolution of network operations issues with priority handling. Cisco SMARTnet is a prerequisite for this service.

#### Technology-specific Technical Services

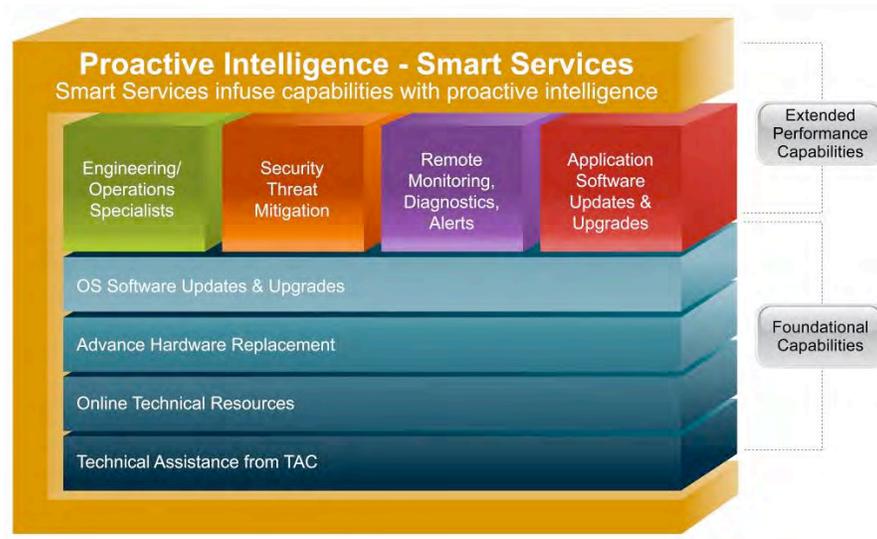
Cisco Technical Services also include the following technology-specific services:

- **Cisco Unified Communications Operate Services:** Maintains high availability, security, and operational efficiency of Cisco Unified Communications solutions.
- **Cisco TelePresence™ Essential Operate Service:** Provides system-level technical support that safeguards critical components and resolves issues with your Cisco TelePresence solution.
- **Cisco Services for IPS:** Keeps your Cisco Intrusion Prevention System (IPS) solution current on the latest threats so malicious or damaging traffic is accurately identified, classified, and stopped.
- **Cisco Security IntelliShield Alert Manager Service:** Provides easy access to customized, timely, accurate, vendor-neutral security intelligence to prevent, mitigate, and quickly remediate potential attacks.
- **Cisco SMARTnet Service for SBCS:** Delivers rapid issue resolution and complete solutions-level technical support for the Smart Business Communications System (SBCS).
- **Cisco Services for Integrated Services Routers:** Combines hardware support services and software application upgrades in a single bundle for Cisco integrated services routers with voice applications.
- **Cisco Remote Management Services:** Provides 24-hour remote monitoring, management, and issue resolution for data center, digital media systems, TelePresence, unified communications, unified contact center, security, and foundation technology solutions.

## Service Capabilities for Every Need

The Cisco Technical Services portfolio is built on foundational and expanded performance capabilities that combine to create a range of services that meet your evolving technology needs. These capabilities are infused with proactive intelligence to help you discover, predict, and resolve network issues faster; improve network availability, and lower operating costs. All Cisco Technical Services include one or more of the service capabilities. (See Figure 1.)

**Figure 1.** Foundational and Extended Support Capabilities



### Foundational Capabilities

The foundational capabilities included in most Cisco Technical Services help ensure that your basic network infrastructure is available to support your business every minute of every day. The foundational capabilities are:

- **Technical Assistance from TAC:** Access Cisco Technical Assistance Center (TAC) for accurate, rapid diagnosis and resolution of issues by Cisco support experts.
- **Online Technical Resources:** Solve many problems online with online technical resources such as automated troubleshooting tools, productivity tools, and a comprehensive knowledge library. These online resources can reduce phone time, lower operating expenses, and help your staff increase their knowledge base.
- **Advance Hardware Replacement:** Maintain business continuity by quickly restoring network operations. Replacement hardware can be delivered in as little as two to four hours, with flexible plans designed to support your risk mitigation needs.
- **OS Software Updates and Upgrades:** Extend the useful life of your Cisco network and increase the value of your technology investment with regular software updates and upgrades.

### Extended Performance Capabilities

Extended performance capabilities add additional capabilities to many of the technical services, which enhances the performance of the entire services portfolio. These capabilities increase network stability, provide stronger security intelligence for threat mitigation, improve application performance, and improve operational efficiency. The extended performance capabilities include:

- **Application Software Updates and Upgrades:** Keep your critical business applications available, secure, and operating at peak performance by delivering access to our latest software updates. Software updates can include major releases with significant architectural changes and new features and functionality and upgrades within your licensed feature set.
- **Remote Monitoring, Diagnostics, and Alerts:** Improve uptime and increase operational reliability with comprehensive monitoring and day-to-day network management.
- **Security Threat Mitigation:** Protects your network and data with customized security intelligence, including web-based reports of personalized network threat alerts that help you identify, monitor, and remediate security threats.
- **Engineering/Operations Specialists:** Receive personalized, priority support to maintain mission-critical business operations. Specialists can include a high-touch operations manager, high-touch technical support team, high-touch engineer, and an onsite field engineer to make sure issues are resolved quickly.

### Proactive Intelligence: Smart Services

Increasingly complex network environments and changing business needs are leading customers to ask for smarter services as well as greater depth and breadth of capabilities. Smart services offer built-in machine-to-machine diagnostics and alerts that enable Cisco, our partners, and our customers to more proactively address performance and availability requirements and identify problems before they affect business. Issues are resolved faster with diagnostic intelligence, alerts, and preemptive actions.

### Benefits

Maintaining a simplified, efficient network environment with lower operating costs and more effective use of business applications can improve your business performance. The benefits of Cisco Technical Services include:

- More stable, reliable, and resilient networks help maintain business continuity and lower operational costs
- Greater ease of technology and application integration extends the value of your IT investments
- Technology-specific services strengthen IT security and compliance
- Critical insight into network operations helps improve network performance
- Technical assistance and knowledge transfer expand staff expertise

### Award-Winning Service

Helping you achieve your IT and business goals through excellent service and support is a priority at Cisco. Our service and support offerings continue to set the standard for performance and value, with consistently high customer satisfaction ratings and numerous industry awards. Figure 2 illustrates some of the certifications and awards that recognize the quality of Cisco service. To find out more about the industry recognition Cisco has recently earned for high-quality support performance, web-based support, and engineer certifications, visit [www.cisco.com/go/serviceawards](http://www.cisco.com/go/serviceawards).

**Figure 2.** Selected Cisco Service and Support Awards



### 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.

The unique Cisco Lifecycle approach to services defines the requisite activities at each phase of the network lifecycle to help ensure service excellence. With a collaborative delivery methodology that joins the forces of Cisco, our skilled network of partners, and our customers, we achieve the best results. (See Figure 3.)

**Figure 3.** Lifecycle Services Diagram



## Availability and Ordering

Cisco Technical Services are available globally and can be ordered through your local Cisco account representative or Cisco certified partner. Terms might vary by region. You can find a Cisco authorized partner in your area by searching the partner locator at [www.cisco.com/go/partnerlocator](http://www.cisco.com/go/partnerlocator).

## For More Information

For more information about Cisco Technical Services, visit [www.cisco.com/go/ts](http://www.cisco.com/go/ts) or contact your local Cisco account representative or authorized partner.

For more information about other types of Cisco Services to maintain and optimize your network, including technology-specific and remote management services, visit [www.cisco.com/go/services](http://www.cisco.com/go/services).

To find the right technical service for any Cisco product, use the Service Finder tool at [www.cisco-servicefinder.com](http://www.cisco-servicefinder.com). Enter a product description or SKU or search by product series family for a list of suggested services and support coverage options.

**Cisco Services.**  
**Making Networks Work.**  
**Better Together.**



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