



What is the Cisco Smart Services for Small and Medium Business?

The Cisco® Smart Services is a family of service offerings designed to support your network technologies, from secure data connectivity to more advanced applications, such as Unified Communications and Wireless. This portfolio of services includes a range of delivery options that take into consideration your preferences and needs.

Choices to Meet Your Needs

Cisco Smart Services for Small and Medium Business offer a choice of responsive and proactive services to complement your internal IT support capabilities and meet your network needs. Cisco Smart Services include Cisco Smart Care Service, Cisco SMARTnet® Service, and Cisco Smart Foundation Service. These services are Smart based on their relevancy to the business requirements of a small and medium-sized organization like yours. They are part of a broader Cisco Services portfolio.

Benefits of Cisco Smart Services for Small and Medium Business

With Cisco Smart Services for Small and Medium Business, you increase the network's business value and return on investment by:

- Lowering the total cost of network ownership
- Increasing network availability
- Improving business agility
- Speeding access to applications and services
- Choosing the right service for your business

Cisco Smart Services Selection Criteria

Select the service that meets your needs based on the following five criteria:

Table 1. Service Criteria

Service Criteria	Range of Choices
Service Needs	Responsive, proactive, or managed
Network Importance	Important, critical, or mission critical
Preferred Provider	Primary services delivered by Cisco or Cisco certified partner
Coverage Preference	Device-level to network-level
Hardware Replacement	2-hour, 4-hour, or next business day (NBD) advance replacement

The following table will help you identify the Cisco Smart Services for Small and Medium Business that are right for your business.

Why Cisco Services Are Better

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. Cisco Services make that happen.

For more Information, visit the Cisco Smart Services for Small and Medium Business Website at www.cisco.com/en/US/products/ps6888/serv_category_home.html. To find a Cisco certified partner, visit Partner Locator at <http://tools.cisco.com/WWChannels/LOCATR/openBasicSearch.do>.

Table 2. Service Options

	Self-Service	Network Importance	Preferred Provider	Coverage Preference	Hardware Replacement
Cisco Smart Care Service	Proactive	Critical	Partner	Network	NBD
Cisco SMARTnet Service	Responsive*	Critical to mission critical	Cisco	Device	2-hour, 4-hour, or NBD
Cisco Smart Foundation Service	Responsive	Important	Cisco	Device	NBD

*Cisco SMARTnet Service includes proactive diagnostics and real-time alerts on select devices.



Table 3. Cisco Smart Services for Small and Medium Business Comparison

Service	Cisco Smart Care Service	Cisco SMARTnet Service	Cisco Smart Foundation Service
What It Is	A comprehensive networkwide service that combines technical support with proactive monitoring, assessments, and remote repairs to keep networks secure and running optimally.	An award-winning device-level, technical support service that offers direct, anytime access to Cisco engineers and extensive technical resources.	An entry-level technical support service that provides the support that small businesses need to help them maintain network reliability and minimize disruption to business.
Whom It Is For	<ul style="list-style-type: none"> • Businesses with 50 to 600 network users and 5 to 105 devices. • Network is critical to business. • Limited IT expertise. Need network-level coverage. 	<ul style="list-style-type: none"> • Any size business, any number of Cisco devices. • Network is mission critical to business. • Skilled IT staff requires direct access to Cisco engineers. • Desire flexible device-level coverage for all network devices. 	<ul style="list-style-type: none"> • Business with data-only networks, Cisco small and medium-sized business (SMB)-class products, and fewer than 250 network users, and 50 or fewer network devices. • Network is important, but not mission critical to business. • Needs responsive support with device level coverage.
How It Is Delivered	<ul style="list-style-type: none"> • Delivered by Cisco certified partner and Cisco collaboratively. 	<ul style="list-style-type: none"> • Delivered by Cisco. 	<ul style="list-style-type: none"> • Delivered by Cisco.
Features	<ul style="list-style-type: none"> • Proactive networkwide monitoring, assessments, and notifications. • Advance Hardware replacement—8 x 5 x (NBD). • 24 x 7 partner access to Cisco Technical Assistance Center (TAC). • Cisco.com and knowledge base Smart Care portal. • Operating system and application software updates and upgrades. 	<ul style="list-style-type: none"> • Responsive device coverage. • Advance Hardware replacement—8 x 5 x (NBD). 2-hour, 4-hour and/or onsite parts replacement and installation. • 24 x 7 customer access to Cisco TAC. • Cisco.com knowledge base and tools. • Operating system software updates and upgrades. • Cisco Services for integrated services routers (ISRs). • Cisco SMARTnet Service for Smart Business Communications System. 	<ul style="list-style-type: none"> • Responsive device coverage. • Advance Hardware replacement—8 x 5 x (NBD). • Business hours (8 a.m.–5 p.m.) access to special SMB TAC (access levels vary by region). • Cisco.com SMB knowledge base. • Online SMB network troubleshooting tools. • Operating system software updates for bug fixes.
Integrated Platform Specific		<ul style="list-style-type: none"> • Cisco Services for integrated services routers (ISRs) • Cisco SMARTnet Service for Smart Business Communications System (SBCS) 	