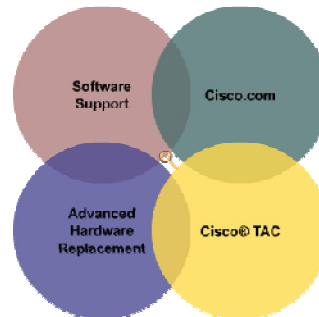


Mit nyújt a www.cisco.com?



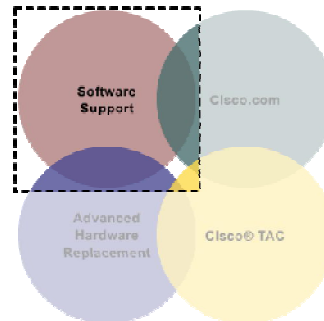
cisco.com és Partner Central

- Software Support extends the life of equipment and maximizes application technology investments.
- *cisco.com* increases customer's self-sufficiency and productivity with registered access to online tools and resources
- Advanced Hardware Replacement minimizes the risk of potential network downtime with fast access to replacement of hardware parts
- Cisco TAC complements customer's in-house staff with highly trained engineers, CCIE engineers, access to R&D engineers



Software support

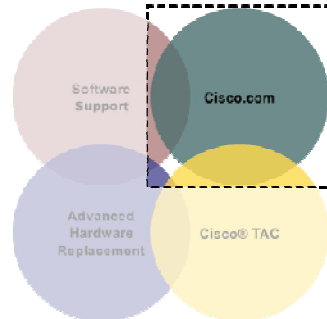
- Cisco software support maximizes your technical value by:
- Increasing performance of current features.
- Adding new functionality.
- Enhancing network and applications.
- Extending the life of Cisco devices through:
 - Improved security.
 - Increased performance.
 - Bandwidth management.
 - Protocol support.
 - Greater interoperability.



Cisco software support helps maximize technology investment. Software support improves performance of current features as well as adding new functionality, often without additional hardware investment. Software support enhances network and application availability, reliability, and stability. Finally, Cisco software support extends the life of your Cisco devices with improved security, increased performance, bandwidth management, new protocol support, and greater interoperability.

Cisco.com

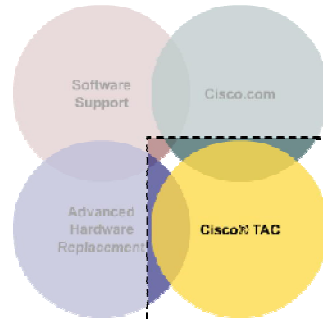
- Cisco.com is an award-winning website that:
- Empowers you.
- Includes extensive technology resources.
- Includes interactive consulting tools.
- Provides robust technical tools.



Cisco.com has been recognized by the Association of Shareware Professionals as one of the ten best support websites, and it received the Service and Support Professionals Association Star Award for best practices in self-service. Cisco.com empowers you with knowledge on demand to increase self-sufficiency and productivity. Cisco.com includes extensive technology resources and interactive consulting tools. The Cisco website provides a robust set of technical tools and products.

Cisco TAC

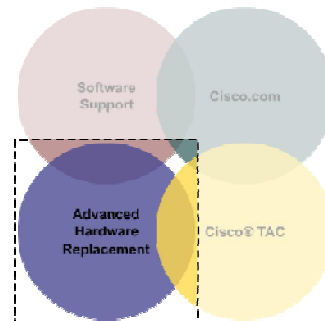
- Cisco's TAC resolves technical issues by:
- Answering 79 percent of issues online.
- Resolving 204,000 service requests monthly.
- Having 6 million page views monthly.
- Having over 600,000 software downloads monthly.



Cisco's Technical Assistance Center (TAC) has a proven track record of resolving technical issues. Of all customer technical support issues, 79 percent are solved online. Cisco's TAC resolves over 204,000 service requests online every month and averages over 6 million page views per month, and of those, 2 million include unique visits. In 2005, TAC averaged more than 600,000 downloads each month, highlighting a key competitive advantage in the cost-sensitive SMB marketplace.

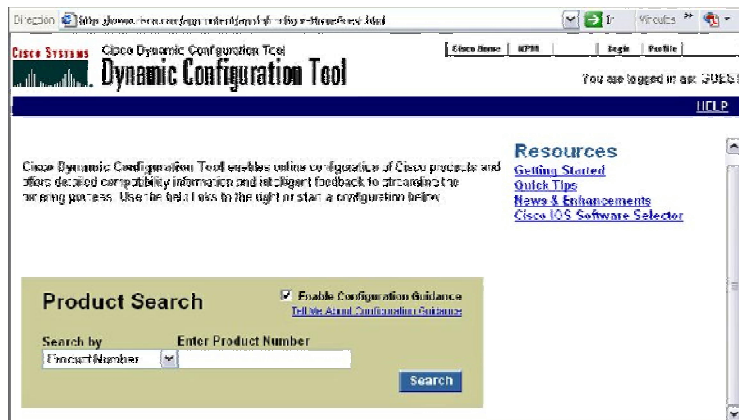
Advanced Hardware Replacement

- Cisco's advanced hardware replacement program:
- Maximizes operational reliability.
- Delivers remote and onsite support.
- Offers superior diagnostic and part-sparing programs.
- Expedites delivery.
- Helps maintain network operations.
- Supports risk mitigation plans



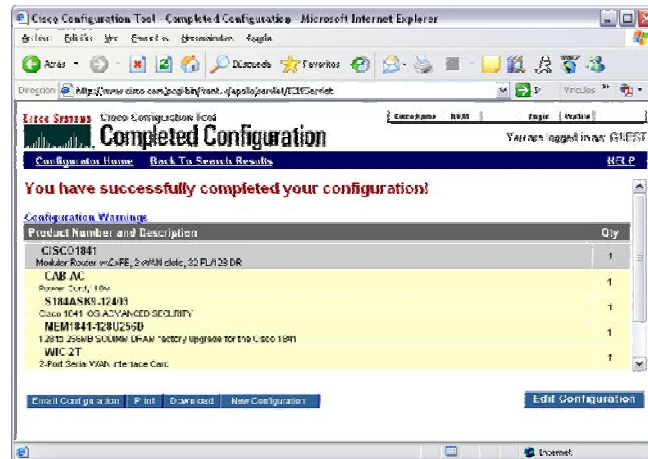
Cisco's advanced hardware replacement program helps maximize operational reliability. Cisco and its partners and vendors deliver globally consistent and timely remote and onsite support through superior diagnostic and part-sparing programs. Advanced hardware replacement expedites delivery of replacement hardware and also helps maintain your network operations while supporting your risk mitigation plans.

Dynamic Configuration Tool



The Cisco Dynamic Configuration tool is a tool that enables online configuration of Cisco products. There is a guest version of the tool that will allow you to test drive its features and functionality. The Dynamic Configuration tool offers detailed compatibility information and intelligent feedback to streamline the ordering process.

Dynamic Configuration Tools

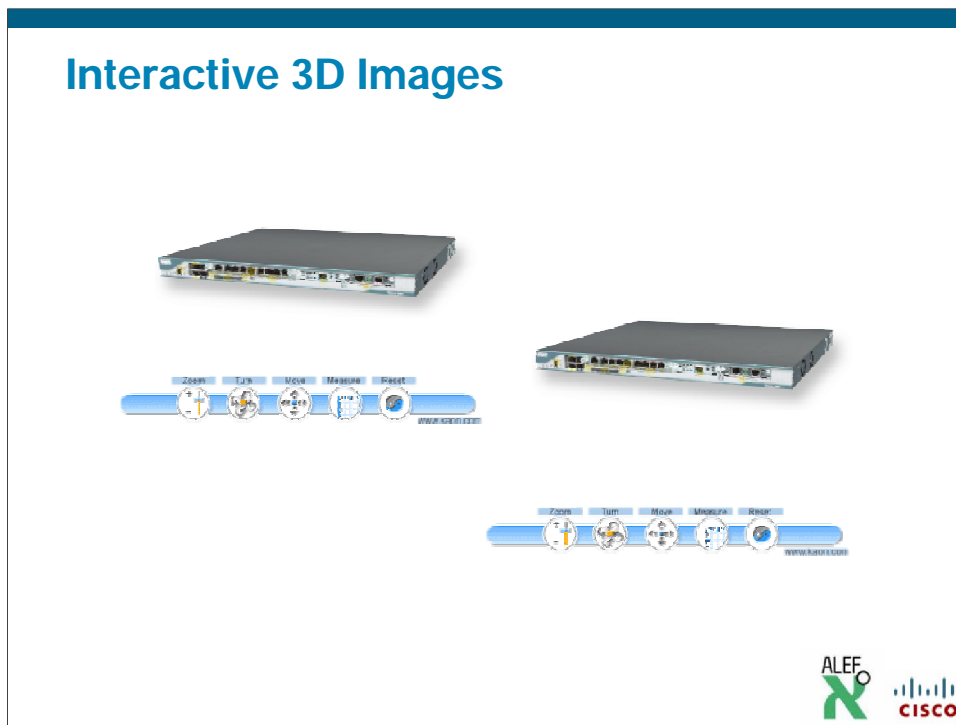


The Cisco Dynamic Configuration tool is a tool that enables online configuration of Cisco products. There is a guest version of the tool that will allow you to test drive its features and functionality. The Dynamic Configuration tool offers detailed compatibility information and intelligent feedback to streamline the ordering process.

Partner E-Learning Connection



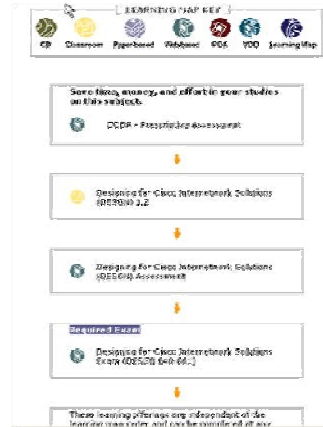
The Partner E-Learning Connection (PEC) is Cisco's state-of-the-art e-learning portal created specifically for partners and resellers. PEC has been designed with a highly intuitive interface and powerful personalization features that will help you find the resources you need. PEC users have access to certification and specialization learning maps, free courseware, demos, labs, and interactive modeling of equipment.



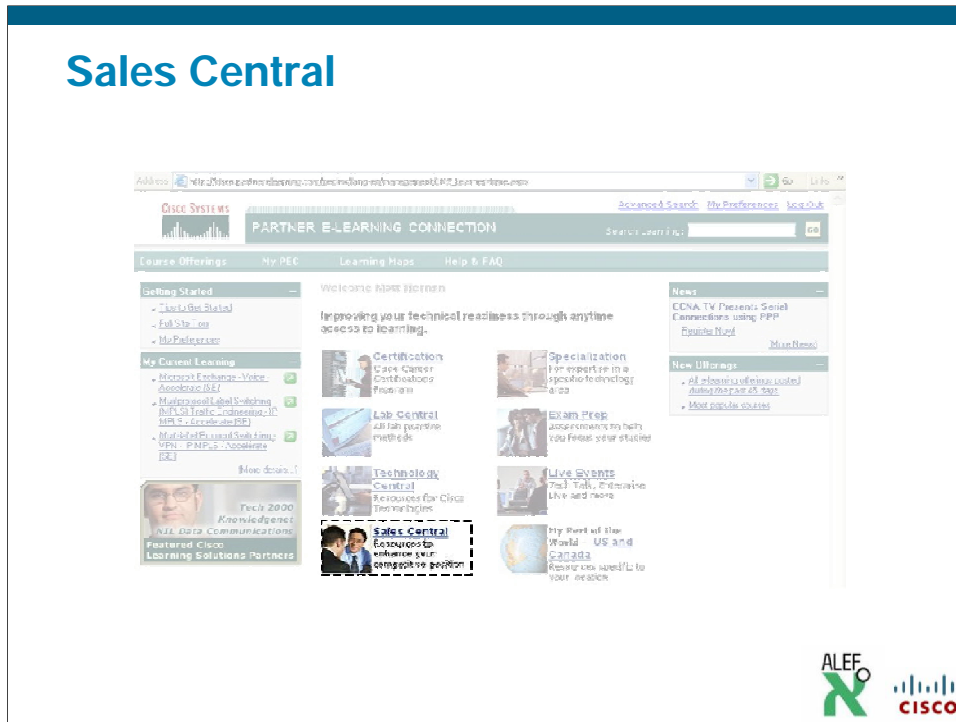
One tool available in PEC is Interactive 3D images. The PEC has a selection of routers and switches that a user can rotate, zoom in and out, move, or determine the size of a given model. These images can be used to get a realistic experience of the product.

Learning Map Tool

- The learning map tool:
- Manages the process of achieving Cisco certification and specializations.
- Provides users with steps to follow.



Another tool created for our partners and included in the PEC is the Learning Map tool. This tool was created to help manage the often complex process of achieving Cisco certifications or specializations. The learning maps provide users with graphical schemas of how to get a certification or specialization, steps to follow, and recommended training.



Another useful tool embedded in the PEC is Sales Central. Sales Central provides resources to enhance the competitive position of partners and resellers. You can optimize your customers' experience by providing up-to-date Cisco product and technical information to help them choose the most appropriate Cisco products and solutions for their specific business needs.

Sales Central

Course Offerings My PEC Learning Maps Help & FAQ

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Sales Central

Enhance your selling skills.
Optimize your customer's experience by providing up-to-date Cisco product and technical information to help them choose the most appropriate Cisco products and solutions for their specific business needs.

Cisco Sales Expert

Get the required skills to successfully pass the Cisco Sales Expert Exam or the Cisco Sales Associate Exam.

Courses Learning Map Related Info

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Broadband Cable	All Offerings	All Cable	Outliner
Content Networking	All Offerings	All Content Networking	Outliner
Interoperability and Collaboration System (PICS)	All Offerings	None	Outliner
Metro Ethernet	All Offerings	All Metro Ethernet	Outliner


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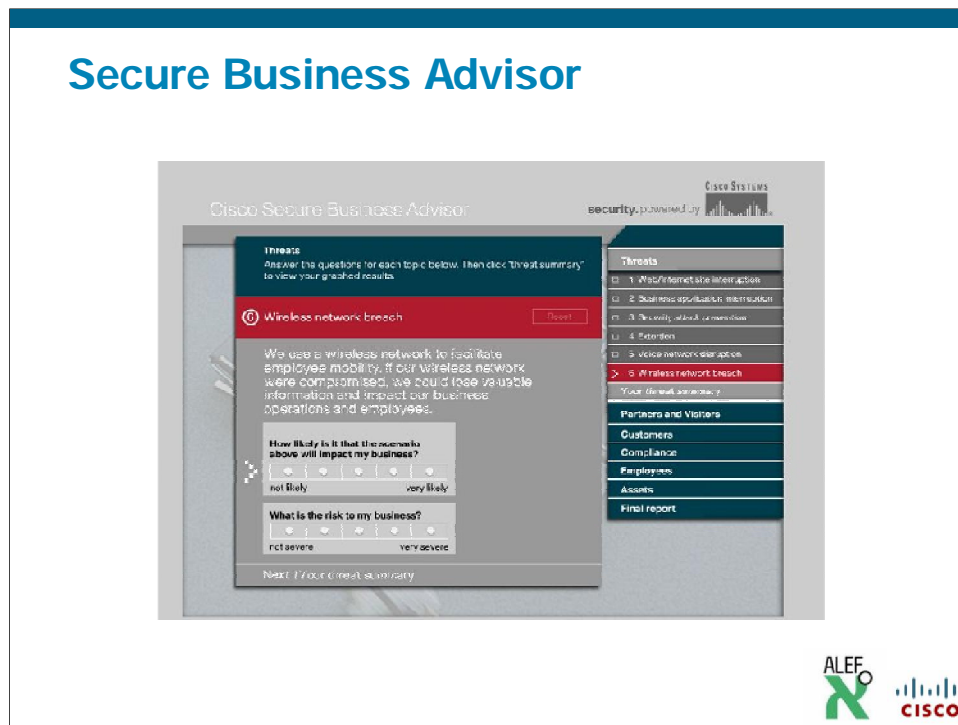
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Another useful tool embedded in the PEC is Sales Central. Sales Central provides resources to enhance the competitive position of partners and resellers. You can optimize your customers' experience by providing up-to-date Cisco product and technical information to help them choose the most appropriate Cisco products and solutions for their specific business needs.



Another tool that Cisco has specifically designed for the SMB market is the Secure Business Advisor. The Secure Business Advisor helps plan a security strategy. It defines customer mobility security issues that require the most attention. The Secure Business Advisor helps prioritize a business's immediate security challenge and helps mitigate business risk.

