



Cisco Technical Services Features Comparison

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Cisco® Technical Services help to ensure that Cisco products and customer networks operate efficiently and benefit from the most up-to-date system and application software. Many Cisco services provide coverage for a wide range of Cisco products while other services are specific to a particular technology.

Cisco Technical Services

| | Cisco SMARTnet Service/ Cisco SMARTnet Onsite Service | Cisco Smart Foundation Service ¹ | Cisco Software Application Support Services | Cisco Focused Technical Support Services |
|-------------------------------|---|---|--|---|
| Target Customer Segment | All segments | Commercial | Enterprise, commercial, and service provider | Enterprise and service provider |
| Go-To-Market Approach | Cisco delivered, Cisco service | Cisco delivered, Cisco service | Cisco delivered, Cisco service | Cisco delivered, Cisco service |
| Customer Profile/Needs | Customers with in-house IT staff who want direct support from Cisco on their mission-critical network devices and flexible service options | Customers who require easy-to-use and affordable technical support for networks running applications on select Cisco SMB-class products | Customers who have Cisco software applications and need maximum reliability and functionality of those applications | Customers who want priority, high-touch response from their network provider and accelerated access to Cisco engineers |
| Coverage | Supports all Cisco equipment ² | Supports select Cisco SMB-class products | All Cisco software applications except voice technology group products | Supports all Cisco equipment |
| Offerings and Main Components | <p>Two service offerings:</p> <ul style="list-style-type: none"> • Cisco SMARTnet[®] • Cisco SMARTnet Onsite <ul style="list-style-type: none"> • Around the clock, direct access to Cisco engineers at the Technical Assistance Center (TAC)³ • Advance hardware replacement (several service level options: 4hr and NBD) • Cisco OS software updates • Registered access to Cisco.com knowledge base with technical documents in Spanish and Portuguese • Access to an onsite field engineer (Cisco SMARTnet Onsite only) | <ul style="list-style-type: none"> • Network management and productivity tools designed specifically for SMBs that can be downloaded to a laptop or accessed through the Web-based portal • Response from Cisco SMB TAC Engineer to online service requests within 24-hours⁴ • Cisco OS minor software updates • Next business day hardware replacement where available, otherwise same-day ship⁵ | <p>Two service offerings:</p> <ul style="list-style-type: none"> ▪ Software Application Support (SAS) ▪ Software Application Support plus Upgrades (SASU) <ul style="list-style-type: none"> • Application software maintenance releases, minor releases, and software patches • Access 24x7x365 to Cisco TAC software application • Registered access to Cisco.com knowledge base to build in-house expertise and complement internal resources • Major upgrade releases (SASU only) | <p>Three levels of support for customers who have valid SMARTnet or SP Base contracts on all network equipment:</p> <ul style="list-style-type: none"> ▪ Cisco High Touch Operations Management Service ▪ Cisco High Touch Technical Support Service ▪ Cisco High Touch Engineering Service <p>Technical Support is provided in English, Spanish and Portuguese for all core technologies, except Optical</p> |
| SKU Samples | <ul style="list-style-type: none"> • CON-SNT-XXX • CON-SNTE-XXX • CON-SNTP-XXX • CON-OS-XXX • CON-OSE-XXX • CON-OSP-XXX | <ul style="list-style-type: none"> • CON-SMBS-XXX | <ul style="list-style-type: none"> • CON-SAS-XXX • CON-SAU-XXX • CON-PSAU-XXX | <ul style="list-style-type: none"> • Network-Based Pricing |



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Quick Reference

Cisco Technology-Specific Services

| | Cisco Unified Communications Essential Operate Service | Cisco Services for Intrusion Prevention Systems | Cisco Security IntelliShield Alert Manager Service | Cisco Services for Integrated Services Routers |
|-------------------------------|---|---|--|--|
| Target Customer Segment | All segments | Enterprise | Enterprise | All segments |
| Go-To-Market Approach | Cisco delivered, Cisco service | Cisco delivered, Cisco service | Cisco delivered, Cisco service | Cisco delivered, Cisco service |
| Customer Profile/Needs | Customers with Cisco Unified Communications that need ongoing technical support for both hardware replacement and software application maintenance | Customers that need Cisco Intrusion Prevention Systems (IPS) signature updates and alerts about availability of signatures, OS software updates, technical support, hardware replacement options, and access to online security knowledgebase | Customers that need a customizable, Web-based threat and vulnerability alert service that allows them to easily access timely, accurate and credible information about potential vulnerabilities in their environment | Customers that need hardware and software maintenance bundles for Cisco integrated services routers with voice applications for the Cisco 2800 and 3800 Series Integrated Service Routers (ISRs) |
| Coverage | Cisco Unified Communications products | All Cisco IPS products | All Cisco equipment | Available for the Cisco 2800 and 3800 Series Integrated Services Routers with significant voice applications |
| Offerings and Main Components | <ul style="list-style-type: none"> Anytime access to highly trained professionals Advanced hardware replacement Optional onsite technician for hardware replacement Application software updates Registered access to Cisco.com knowledge base | <ul style="list-style-type: none"> Alerts and e-mail messages about the latest signatures Access to network signature files and signature file-based network-layer protection algorithms Access to intrusion prevention operating system software maintenance releases Registered access to Cisco.com knowledge base Access to Cisco TAC and to specialized security engineers Advance hardware replacement | <ul style="list-style-type: none"> Updates of threats and vulnerabilities that may affect network-enabling devices, software, or IT infrastructure Built-in tools to proactively manage intelligence Configurable portal with flexible service packages Historical coverage of approximately 10,000 alerts Access to the IntelliShield historical database Access to IntelliShield Alert Manager alerts. | <ul style="list-style-type: none"> Around the clock, direct access to Cisco engineers at the Technical Assistance Center (TAC)⁶ Advance hardware replacement (several service level options 4hr and NBD) Cisco OS software updates Registered access to Cisco.com knowledge base with technical documents in Spanish and Portuguese Major upgrade releases |
| SKU Samples ⁷ | <ul style="list-style-type: none"> For all UC Products: CON-SNT for Hardware + CON-ESW for applications For CM 6.0 Only (single SKU): CON-ECD | <ul style="list-style-type: none"> CON-SU1-XXX CON-SU2-XXX CON-SU01-XXX | <ul style="list-style-type: none"> CON-IAM-XX-XX | <ul style="list-style-type: none"> CON-SNT-XXXX-V3P CON-SNT-XXXX-CCM CON-SNT-XXXX-SRST |

For More Information

For more information about Cisco Technical Services, visit www.cisco.com/go/supportservices or www.cisco.com/go/servicios

¹ Cisco Smart Foundation Service was formerly known as SMB Support Assistant.

² Some equipment exclusions might apply.

³ Customers can open a service request via phone or using the online web form in Spanish and Portuguese. Technical support in Spanish and Portuguese is available 8 hours a day, 5 days a week, Monday to Friday for the following technologies: WAN, Switching and Routing.

⁴ Cisco SMB TAC operates 8 hours a day, 5 days a week. Support is provided in English, Spanish and Portuguese.

⁵ Cisco processes requests for next business day service within one business day which results in hardware being shipped the following day.

⁶ Customers can open a service request via phone or using the online web form in Spanish and Portuguese. Technical support in Spanish and Portuguese is available 8 hours a day, 5 days a week, Monday to Friday, for the following technologies: WAN, Switching and Routing

⁷ SKUs listed are samples only. Please refer to your theater price list for a complete listing of available SKUs for each service offering.