Services
Cisco Technical Services

WEB

Overview

▌ Results at the Speed of Business

Operational inefficiencies can cause quality and performance issues that directly affect your users. You need to anticipate, detect, and resolve incidents quickly to minimize any risk to the business. A few minutes of downtime can be extremely costly.

That's where Cisco Services come in. A reliable partner to help you improve your IT operations and reduce risk.

▌ Services: Protection Beyond Warranty

The hardware warranty included with Cisco products protects the customer in the case of hardware defects. However, many customers and partners mistakenly believe that warranty coverage is all they need and do not realize where warranty ends.

To successfully position services over hardware warranty, help your customers understand the differences and incorporate them into your key customer talking points.

A service contract provides the following primary benefits that warranty does not:

- 24x7 TAC Access
- Premium Software Images
- Part Ships to Customer Site vs. Original Ship-to Location

▌ Technical Support Service Offering Comparison between the Different Product Warranties and a Service Contract

Warranty	Standard Warranty	Limited Lifetime Warranty	Enhanced Limited Lifetime Warranty	Service Support Contract
24 x 7 TAC Support	No access for TAC support; TAC access for RMA only	No access for TAC support; TAC access for RMA only	90 days support from date of purchase (access only during business hours)	●[*1]
Cisco OS Updates and Upgrades	–	–	–	●[*2]
Application Software Updates and Upgrades	–	–	–	●[*3]
Online Technical Resources (Cisco.com)	Guest access only	Guest access only	Guest access only	●
Hardware Replacement in as Little as 2 Hours	10 business days	10 business days	Next business day ship to original address	●[*4]
Proactive Diagnostics and Alerts	–	–	–	●[*5]
Renewable Contracts	–	–	–	●

*1   Cisco Support Essentials supports 8 x 5 (Callback).   *2   Cisco Support Essentials supports maintenance release update only.
*3   Cisco Software Support Service (SWSS) contract is required.   *4   24 x 7 x 2 Service Level contract is required.   *5   Cisco Smart Call Home contract is required.

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Cisco Support Essentials

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Overview   **Features**   **For Partners**

▍ Essential Technical Support Designed for Cost-Conscious Businesses
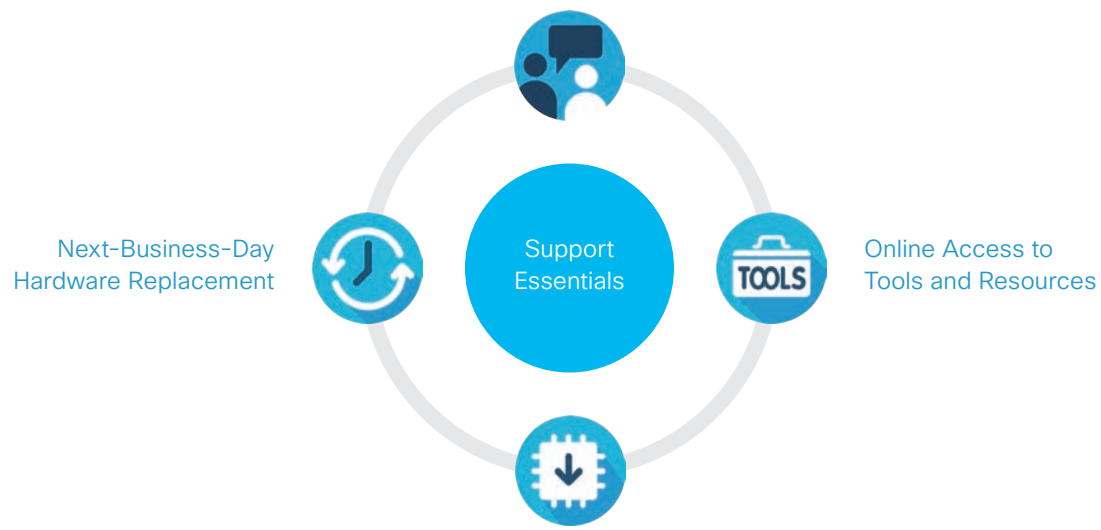
The Cisco Support Essentials is designed for customers with business net-works that utilize basic Cisco routers, switches and wireless access points. Their network is important to their business but not mission critical. They do not need premium support options like 2-hour hardware replacement, onsite support, or around-the clock TAC access. This service provides non-urgent callback TAC support that is accessible only during normal business hours (8 x 5, Monday through Friday), and next-business-day hardware replacement.

Cisco Support Essentials help you:

- Improves operational reliability of the business network with the technical expertise and responsiveness needed to minimize downtime
- Increases productivity by helping to reduce the effects of a potential net-work problem and allows IT staff to quickly resolve any issues and focus on the company's core business
- Protects network investment by extending the life of Cisco network solu-tions
- Provides support above and beyond product warranties
- Reduces costs, since a single uncovered service transaction can cost more than a one-year Cisco Support Essentials contract

Support from Cisco Technical Assistance Center (TAC) Engineers

Next-Business-Day
Hardware Replacement

Support
Essentials

Online Access to
Tools and Resources

TOOLS

Operating System Maintenance Software Releases

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Cisco Support Essentials

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Overview	Features	For Partners

Services & Warranty Comparison

The Cisco Support Essentials is part of a broader Cisco Services portfolio. Be sure to consider the Cisco Smart Net Total Care (SNTC) as an alternative product support offer if your customer has more critical technical service needs.

If your customer is looking for support for their software products, introduce them to the Cisco Software Support Service (SWSS).

Premium Services such as the Cisco Solution Support and the Cisco Technical Services (TS) Advantage may also be useful to your customer.

	Equipment Covered	Duration	Hardware Replacement	Software Updates	TAC Support
Smart Net Total Care	All*1	Renewable Contracts	Advance Replacement: ● 24 x 7 x 2-hours ● 24 x 7 x 4-hours ● 8 x 5 x 4-hours ● 8 x 5 x Next Business Day (NBD) ● Onsite Options	Minor and Maintenance Releases	24 x 7
Support Essentials	Commercial Focused	Renewable Contracts	8 x 5 x NBD	Maintenance Releases	8 x 5 (Callback)
Warranty	All*1	90 Days*2	Advance Replacements (10 Days)*2	–	–*3

*1   Some equipment exclusions may apply. Consult a service sales representative for more details.

*2   This table refers to Cisco's standard hardware warranty. Additional Cisco warranties are referenced at http://www.cisco.com/go/warranty.

*3   Hardware fault identification/return materials authorization (RMA) validation only.

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Cisco Support Essentials

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Overview	Features	For Partners

How Should I Address Common Objections?

Why do I need services? Doesn't my warranty cover me?

Your warranty protects against defects in Cisco hardware or software. But if an issue does arise, it will more likely be because of the way the solution has been configured or used and will be outside the scope of the warranty.

I have never had any problems with the equipment.

Any new network application or service could affect your network operability, so it is important to have a plan in case issues do arise. The cost of uncovered service and the harm to your business of a delay resolving an outage can be significant.

I do not have the budget for services.

Cisco Support Essentials is priced specifically for companies that do not have significant resources to devote to network support services. The small annual fee is much lower than the cost of even a single uncovered support event.

I have in-house staff who can handle any network issues.

Is servicing network equipment the best use of your in-house resources? Cisco Support Essentials can help your staff more quickly diagnose and resolve any problem and get back to focusing on your business. If your staff does need to call for help, they will have the support of Cisco experts who have the most up-to-date knowledge about covered products.

I use spares when I need hardware replacement.

Can you adequately determine the number of spares you need? What if something happens to the spare? If the piece of equipment experiencing an issue is not covered by a service contract, you run the risk of costly network downtime by not having the ability to provide a timely resolution to the problem.

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Cisco Smart Net Total Care

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Overview	Features	For Partners

▌ Manage Risks to Business Continuity, Resolve Problems Faster, and Operate More Efficiently

Your IT infrastructure is the lifeline that connects your business to customers and suppliers. Business success requires maintaining high service levels for your network while reducing costs and expanding your network as your business grows. The Cisco Smart Net Total Care (SNTC) can help you meet these objectives by providing technical services and smart capabilities that:

● **Resolve Problems Faster**

Identify issues quickly and streamline your incident management processes to reduce network downtime and improve IT service levels.

● **Reduce Risk**

Access to Cisco technical experts combined with smart, proactive tools and capabilities minimizes risks to business continuity.

● **Increase Operational Efficiency**

Proactive management and automated processes mean fewer support resource requirements and lower costs for managing your network.

Cisco SNTC helps reduce downtime with fast, expert technical support and flexible hardware coverage provided by the **Cisco Technical Assistance Center (TAC)**. It also offers integrated smart capabilities, providing current information about your installed base, contracts, and security alerts to enhance the efficiency of your support workflows.

The Cisco TAC is staffed by Cisco experts and is accessible 24 hours a day, 365 days per year. Technical services available through the TAC are backed by advance hardware replacement options and fast response time, including 2-hour, 4-hour, and next-business-day options (where available). Online self-help tools include our extensive knowledge library, software downloads, and support tools designed to help you resolve network issues quickly without opening a case.

Smart capabilities are delivered through the Cisco Smart Net Total Care portal, providing actionable information and automation to support your Cisco products. Customizable screens show you up-to-date information about the service coverage, product lifecycles, and security and product alerts that apply to your network.

		Faster Problem Resolution	Risk Mitigation	Operational Efficiency
	Technical Service and Incident Management ● Fast expert technical support from Cisco TAC ● Advance hardware replacement ● Automated streamlined processes for incident management	●	●	●
	Security and Product Alerts ● Actionable security alerts ● Relevant product notices (Hardware and software) ● Service availability alerts (Hardware and software)	-	●	●
	Service Coverage Management ● Covered/uncovered, right coverage ● Renewal preparation and planning ● Budget planning	-	●	●
	Product Lifecycle Management ● Up-to-date installed base information ● EoS/EoL, software version mismatches ● Automation to reduce cost and risk of manual processes	-	●	●

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Cisco Smart Net Total Care

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| Overview | **Features** | For Partners |

Technical Service

When a network problem affects business-critical systems, it requires fast response and a deep understanding of the technology to resolve the incident quickly. Cisco SNTC offers the following capabilities for device-level support to help you reduce the risk of business interruptions caused by network issues. These capabilities help ensure that you get rapid response for service and can quickly identify your devices and their service coverage information in order to streamline your interaction with Cisco TAC support representatives.

Advance Hardware Replacement Service Levels

Service Level	Description
24 x 7 x 2	2-hour response, 24 hours a day, 7 days per week, including holidays
24 x 7 x4	4-hour response, 24 hours a day, 7 days a week, including holidays
8 x 5 x4	4-hour response, local business hours based on depot time, 5 days a week
8 x 5 x NBD	Next-business-day delivery, local business hours based on depot time, 5 days a week

Onsite Support Service Levels

Service Level	Description
24 x 7 x 2	2-hour response, 24 hours a day, 7 days per week, including holidays
24 x 7 x 4	4-hour response, 24 hours a day, 7 days a week, including holidays
8 x 5 x 4	Based on depot time. 4-hour response, 9 a.m. to 5 p.m., if the request is received before 1 p.m., the service (including parts, labor, and materials) will be provided the same day. For requests received after 1 p.m., the service will be provided the following business day.
8 x 5 x NBD	Based on depot time. Next business day, 9 a.m. to 5 p.m., if the request is received before 3 p.m., the service (including parts, labor, and materials) will be provided the next business day. After 3 p.m., the service (including parts, labor, and materials) will be provided the following business day.

● Cisco TAC

The Cisco TAC is staffed by Cisco professionals certified in a broad range of Cisco products and technologies and service provider architectures. We provide you with access by phone, fax, or email 24 hours a day, 365 days a year and can assist you with product use, configuration, and troubleshooting issues. Cisco TAC objectives for response times are:

- Severity 1 and 2: Cisco will respond within one hour.
- Severity 3 and 4: Cisco will respond no later than one business day.

● Advance Hardware Replacement

With our customized hardware support service plans, you can have confidence knowing that your hardware can support your ongoing business needs. Cisco offers multiple service levels with different shipment options.

● Onsite Support

Cisco is committed to providing professional, customer-focused support services in person at your location. The Cisco Smart Net Total Care Onsite service includes installation of advance replacement parts.

● Software Updates

Cisco provides OS software updates for your licensed feature set. Software releases and any supporting documentation are available through the Cisco Software Central.

● Online Self-Help Support

Cisco provides access to the Cisco Support website, which includes Cisco's extensive knowledge library, software downloads, and support tools designed to help users resolve network issues quickly without opening a case.

- You can manage problems according to the Cisco Severity and Escalation Guidelines.
- Access to the Cisco Support & Downloads provides helpful technical and general information on Cisco products.

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Cisco Smart Net Total Care

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Overview | **Features** | For Partners

Incident Management

All support customers are entitled to smart capabilities, including access to the Cisco SNTC portal, the mobile app, and the Cisco collector software. Support for these smart capabilities is provided through an online community monitored by Cisco and peer experts. Proactive smart capabilities are integrated with foundational support capabilities and work to help resolve problems more quickly and provide the visibility and insight you need to improve the efficiency of your support operations.

Smart Net Total Care Portal

● **Portal and Interactive Dashboard**

Cisco SNTC portal provides secure access to your detailed device data and an interactive dashboard that delivers the information you need to speed up the problem resolution process. The dashboard offers in-depth information to open and manage a Cisco TAC case, including configuration status, serial number, contract number, service level, and unresolved alerts. The Cisco SNTC portal allows you to manage user access and configure and generate reports and workflows. It provides access to security and product alerts, product lifecycles, and Cisco service coverage.

● **Collector Software**

The Cisco Common Services Platform Collector (CSPC) automatically gathers device support information for Cisco products, including serial numbers, installed memory, product IDs (PIDs), and more. This saves time and provides a more current view compared with manual efforts. The collector also identifies hardware or software versions and configuration files for your Cisco network devices.
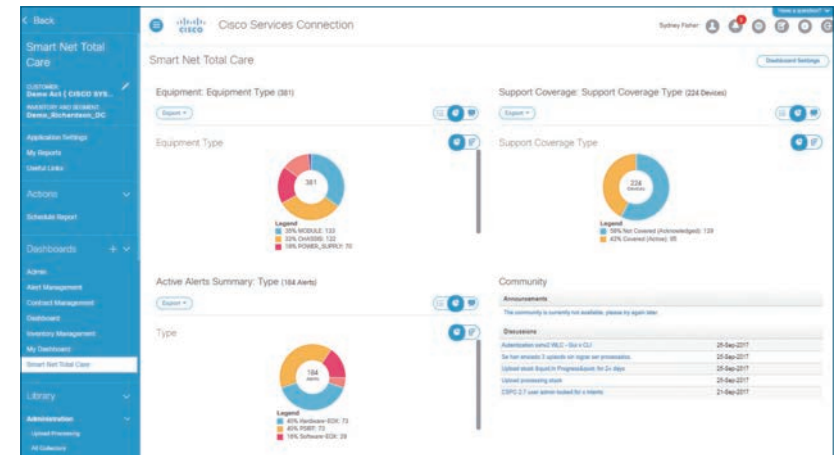
● **Smart Device Diagnostics**

The Cisco Smart Call Home provides continuous self-monitoring of critical devices and automated remediation recommendations if a problem arises. It offers automatic notification to both you and the Cisco TAC to help expedite problem resolution. Customers who have enabled a qualified collector in their network can also enjoy the benefits of SmartData Advantage, which provides secure and automatic transmission of device details and support information for case creation. These capabilities work to speed time to resolution.

● **Mobile App**

Use your smartphone or tablet to get access to the Cisco TAC and support information from wherever you are. The information you need to manage service coverage, problem resolution, alerts, and more is at your fingertips from your mobile device.

Cisco Smart Net Total Care

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Security and Product Alerts

Staying current about Cisco alerts regarding security recommendations, device updates, and software updates can be challenging. Cisco SNTC helps preempt network disruption by allowing you to identify and manage relevant alerts for your devices. It proactively identifies which devices are affected by Cisco published product alerts and security advisories and enables you to document alert-related activity. For example, you can flag a device for immediate action, ignore an alert for a device, or enter status information for future reference.

● Hardware Alerts

Hardware alerts inform you about devices that have reached or are approaching end of life in your network.

● Software Alerts

Software alerts inform you about end-of-life issues with specific software versions you are using.

● Security Alerts

Security alerts are Product Security Incident Response Team (PSIRT) alerts that inform you about security vulnerabilities associated with specific devices in your network.

● Field Notices

Field notices inform you about significant issues (other than security vulnerability issues) with a hardware device or software version. A field notice often requires customer action such as an RMA.

An alert management workflow helps you more efficiently manage alerts by allowing you to assign status information to alerts. It then filters future alerts so that you receive only those that still require your attention. For example, an alert can be closed, or its status can be changed to "action taken." In either case, you will not be distracted by that alert in the future. Alert status information also makes it easy for supervisors to monitor their team's progress toward desired goals as they work on reviewing alerts and performing the required actions.

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Cisco Smart Net Total Care

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Overview　　　　**Features**　　　　**For Partners**

Service Coverage Management

Without good visibility into your service coverage, there is a risk that an uncovered device will have an outage, and then you'll be scrambling to find a solution while your network is compromised. Cisco SNTC helps you ensure that your business-critical assets have the necessary service coverage to meet business needs and comply with corporate policies.

Cisco SNTC provides automated installed base and contract management functionality to help you streamline the process of ensuring proper coverage for your Cisco devices. Whereas manual methods of tracking service coverage for large or complex networks can be time consuming and prone to error, Cisco SNTC uses automation to save time and reduce risk. Regular installed base collection and flexible reporting capabilities help you manage your Cisco installed base and service contracts, identifying and tracking what's new, what's changed, what's covered, and what's not.

Maintaining up-to-date records about the coverage of your installed base also simplifies your renewal and budget planning processes. Cisco SNTC enables you to quickly identify service contracts that will be expiring at various intervals so that you can plan for renewals and identify budget requirements.

● Service Coverage Reports

Device data from installed base collections can be matched against service contracts and purchase orders to identify coverage gaps. View all service contracts and coverage levels, including 24-month advance visibility into upcoming renewal dates. Reviewing coverage information can help ensure that devices in your network have the right kind of coverage for their intended use.

● Service Coverage and Renewal Management Workflow

This feature gives you the ability to document and annotate those devices that do not require service coverage and why. You can also assign tasks to people responsible for architectural or budget planning to ask for recommendations about renewing coverage versus replacing specific devices before their service contracts expire.

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Overview **Features** **For Partners**

Product Lifecycle Management

Maintaining up-to-date installed base data in Cisco SNTC can provide dramatic efficiencies over manual methods while also reducing the risk of errors. Cisco SNTC can help you maintain a current view of your Cisco installed base, including device and configuration details such as serial number, product ID, Cisco IOS Software version, installed memory and firmware, IP address, hostname, and more.

By providing enhanced visibility into your installed base, Cisco SNTC allows you to:

● Quickly identify Cisco products that are reaching end of life, end of sale, or end of support

● Easily see what has been moved, added, or changed in your network

● Verify that your Cisco hardware is running current, consistent, and supported software versions

● Mitigate risk and plan for upgrades for equipment that is no longer supported

Smart capabilities within Cisco SNTC portal can enhance and control product and lifecycle visibility.

● Role-based Access Control (RBAC)

Cisco SNTC portal gives you control over the types of data that users can see. User views within the portal are based on the user's role, allowing administrators to assign roles and designate network device data visibility for portal users, including partners. For example, a certain group of network administrators may be given access to data for a specific segment of the network, and other groups of users may be restricted to specific types of information such as device configuration data or security alerts.

● Device Data File Uploads

In addition to data uploads from the Cisco collector, data can be uploaded using manual file uploads (such as from a spreadsheet) or third-party collection mechanisms. After data is uploaded into the portal, it can be analyzed and enriched with Cisco support information.

Services - Cisco Technical Services

Cisco Smart Net Total Care

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Overview	Features	For Partners

How Should I Address Common Objections?

Why should I purchase Cisco SNTC when I have the Cisco warranty?

Cisco SNTC is much more than just a warranty. Our services provide expert troubleshooting support, advanced hardware replacement options, and extensive self-help, along with smart capabilities that empower your network operations and support staff to work more efficiently.

Why is the installed base process necessary? Don't you already know what is covered and not covered in my network?

Customers have complete freedom to purchase equipment and services through any number of channel partners, or they might have obtained equipment through acquisitions. Network devices are constantly moved to different locations or reconfigured to meet changing business needs. The collection process helps to reconcile equipment with contract records and invoicing, providing an up-to-date baseline from which contract status and coverage can be managed more effectively.

Doesn't Cisco publish security alerts on the web?

Yes, but determining which ones apply to the devices in your network is challenging. Cisco SNTC can show you the specific alerts and updates that are relevant to the devices in your network and provide a workflow to help you manage them.

I have a good handle on my Cisco inventory.

Cisco SNTC installations have 90+ percent visibility, with smart capabilities that correlate installed base, contracts, and alerts into actionable information. Customers can benefit from this information to plan and budget contracts and device lifecycles, manage alerts, and improve incident management. In addition, the automated methods of collecting and managing information about your inventory can create substantial savings by eliminating the need for manual processes.

Doesn't Cisco publish hardware and software alerts that tell me which devices have reached end of life?

Yes, but determining which ones apply to the devices in your network is challenging. Cisco SNTC can show you lifecycle-related information so you can easily see if you have these devices in your network. This also includes devices that are scheduled to reach end of service or end of life, aiding in budget planning and helping to minimize surprises.

Services - Cisco Technical Services

Cisco Software Support Service

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Overview | **Features** | **For Partners**

▍Complete Software Support Keeps Your Systems Running Smoothly

The Cisco Software Support Service (SWSS) offers comprehensive coverage for the software application products and suites that keep your systems and your business running smoothly.

Cisco SWSS is a single offer that provides end-to-end support for your Cisco software products. Entitlement to software maintenance, minor, and major release updates helps increase business value and ROI for your Cisco software products. Cisco SWSS is required for a minimum of 12 months to help you reduce network disruptions and application availability.

Access Cisco technical experts and online resources 24 hours a day, 365 days a year. Take advantage of multiyear discounts to keep your network performing as needed.

The following options are available under the Cisco SWSS framework:

● Basic

Provides TAC support, software release updates, and online access to Cisco resources. When sold as a subscription, the support is embedded in the product purchase price.

● Enhanced

Provides proactive software support and technical adoption with faster response times

● Premium

Prescriptive software support, designated service management, advanced technical adoption, and the fastest response times.

Seamless Support Experience across Hybrid Deployments

Faster Deployment and Adoption of Your Software

Improved Time to Detect and Solve Incidents

Accelerated Business Outcomes

Advice and Support on Specific, Business Impactful Software Features

Increased Return on Your Technology Investment

Higher Levels of Proactive Customized Support to Achieve Your Business Objectives

Increased Security Posture

Services - Cisco Technical Services
Cisco Software Support Service

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Overview	**Features**	For Partners

Deliverable		Software Support Options		
		Basic	Enhanced	Premium
Software Technical Support	24 x 7 case submission and technical assistance.	●	●	●
Initial Response	Response-time service-level objective for everity 1 and 2 cases.	60 minutes	30 minutes	15 minutes
Software Updates	Access to available software maintenance and to minor and major updates to the supported product.	●	●	●
Knowledge Base and Online Resources	Online access to standard adoption materials, marketing materials, all support tools, and product knowledge.	●	●	●
Prioritized Case Handling	Priority handling of cases by software support option.	–	Prioritized case handling over Basic tier	Prioritized case handling over Basic tier
Software Configuration Guidance	Support and guidance for software deployment, updates, migration, and performance maintenance.	–	●	●
Direct Access to Experts	Direct access to technical support experts.	–	●	●
User Adoption	Identification of customer adoption priorities by product, with use cases based on customer business processes and practices. Creation of user adoption plan with periodic plan reviews.	–*1	●	●
Technical Adoption Support for Software Integration	Support for integrating and deploying software into the IT environment. Includes initial training on best practices for interacting with Cisco technical support, ongoing guidance for supporting internal users, and periodic system risk evaluations.	–	●	●
Learning and Training	Recommendations for pertinent learning and training available on Cisco.com or the Cisco learning services website.	–	●	●
Advanced Technical Adoption Business Reviews	Review of the customer's business against the adoption plan to see how the customer is tracking against Key Performance Indicators (KPIs), plus feature usage, training, and creation of a plan for the next quarter.	–	2x/year	4x/year
Designated Service Management	Assigned expert with specialized technical knowledge of the customer's Cisco software solution. Product-level expert providing incident management, case escalation management, and change management. Provides product-level support geared toward the customer's specific environment, including proactive consultation for integrating software features into customer workflows; advice on upgrades, migrations, and expansions; and software configuration reviews and recommendations to reduce service disruptions.	–	–	●
Advanced Support Analytics	Support case analysis for Severity 1 and 2 issues, with best practices to reduce support cases. Periodic technical reviews of overall operational performance.	–	–	●

*1   User adoption services are provided with some subscriptions. Entitlement may vary.

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Cisco Software Support Service

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Overview	Features	For Partners

How Should I Address Common Objections?

No budget

- Flexible options to fit your needs and budget
- Cisco Capital Financing can help

Why purchase?

- Investment protection
- Faster time to resolve issues
- Software updates

Why should I buy Enhanced?

- Achieve better product usage
- Reduces risks and complexities
- Accelerate business outcomes
- Faster ROI

Why should I buy Premium?

- Optimize use
- Speed issue resolution
- Fastest time to value and ROI
- Alignment to business outcomes

I already have SWSS

- SWSS is a great foundational offer and is the equivalent of the Basic option of Cisco Software Support Service

**I have Cisco Smart Net Total Care
Doesn't it cover my software?**

- Cisco Smart Net Total Care only covers the base operating system not the applications