

# Cisco SMARTnet Service

AWARD-WINNING SERVICE PROVIDING FLEXIBLE DEVICE-BY-DEVICE COVERAGE



## What Is the Value of Cisco SMARTnet Service?

Cisco® SMARTnet® Service is an award-winning technical support service that gives your IT staff direct, anytime access to Cisco experts and extensive Cisco.com resources.

Cisco SMARTnet is essential to keeping your business functions available, secure, and operating at peak performance. Networks are the lifeline that connects your customers to goods and services, and the effects of network downtime can be significant, degrading productivity, eroding customer confidence, and costing revenue.

To help quantify SMARTnet benefits, Cisco commissioned a study conducted by Forrester Consulting, "[The Total Economic Impact™ of Cisco SMARTnet Service](#)." Using a composite profile of multiple Cisco SMARTnet customers, the study results concluded that a '92 percent ROI was achieved over a three-year contract period. Based on the in-depth customer evaluations, the study identified four primary factors contributing to the high SMARTnet ROI: reduced cost to restore from system incidents, reduced number of escalated incidents from minor to major, reduced inventory cost, and reduced infrastructure costs.

## How Does Cisco SMARTnet Help Solve Your Network Problems?

As your network evolves and you add new business processes, systems, and services, the consequences and costs of downtime increase dramatically, and delays in resolving issues can bring your business operations to a standstill. In addition,

<sup>1</sup> Forrester calculates Return on Investment (ROI) as the net impact from the resulting technology. It is calculated as the present value ratio of net benefits to total costs [(PV Total benefits - PV Total costs) / (PV Total Costs)]. For the Cisco SMARTnet composite customer in the TEI study, the ROI analysis revealed that for every dollar the organization invested in SMARTnet, it received the equivalent of \$2.92 in positive benefit.

technology changes rapidly, and keeping your IT staff up to date on the latest advances and security issues can be challenging. SMARTnet can help you:

- **Quickly resolve issues:** Identify and resolve network problems quickly before they significantly affect business continuity.
- **Empower your IT staff:** Improve operational efficiency by keeping your IT staff up to date on the latest technology advances and security threats.
- **Mitigate risk:** Detect security issues that could negatively affect the availability, performance, and reliability of your network.

## Cisco SMARTnet Service Features

Cisco SMARTnet gives you access to a wealth of Cisco support tools and expertise, providing you with greater network availability and performance while reducing operating costs. Cisco SMARTnet Service provides:

- **Fast support from experts:** Connect directly to the Cisco Technical Assistance Center (TAC), staffed by thousands of certified Cisco professionals with experience diagnosing the toughest problems.
- **Online self-help support:** Access extensive support resources 24 hours a day, 365 days a year through Cisco's online knowledge base, communities, resources, and tools. Table 1 shows the support resources available with Cisco SMARTnet Service.
- **Smart, proactive diagnostics:** Gain critical insight with the embedded Cisco Smart Call Home feature, which offers detailed diagnostics and immediate alerts on enabled network devices.
- **Ongoing operating system updates:** Access new OS features, including both minor and major OS releases, with the latest operating system software updates within your licensed feature set.

Table 1. Cisco SMARTnet Service Resources

24 Hours a Day, Every Day: The Cisco Support Experience	
<p><b>In addition to Cisco TAC phone support, Cisco SMARTnet Service includes unrestricted access to a range of online self-help resources:</b></p> <ul style="list-style-type: none"> <li>• Solve technical support issues online without opening a case</li> <li>• Quickly and easily access the latest security updates, patches, and fixes</li> <li>• Expand your expertise and skills with technical support, tips, and advice from Cisco experts and other industry professionals</li> </ul>	
Resource	Features and Benefits
My Cisco	Personalized web portal allows you to find new software releases, bug reports and repairs, and troubleshooting tools customized for your network.
Automated Tools	Get instant access to troubleshooting and configuration tools, knowledge base, software updates, and other personalized content: <ul style="list-style-type: none"> <li>• Software downloads</li> <li>• Software advisor</li> <li>• Bug toolkit</li> <li>• Cisco TAC case collection</li> <li>• Error message decoder</li> <li>• Command lookup tool</li> <li>• Output interpreter</li> </ul>
Document Access	Access more than 90,000 technical documents for Cisco and related equipment and applications, including: <ul style="list-style-type: none"> <li>• Hardware and software documentation</li> <li>• Technical videos on demand</li> <li>• Webcasts and podcasts</li> <li>• White papers</li> <li>• Security advisories</li> </ul>
Online Service Request Management Tool	Submit and track your service requests online as well as view history of your Cisco TAC cases and case resolution notes.
NetPro Global Community	Online discussion forum for sharing questions, suggestions, and information with other professionals: <ul style="list-style-type: none"> <li>• Networking professionals forums</li> <li>• Live web conferences</li> <li>• Ask the Expert: Live Chat Events</li> </ul>
Support Wiki	Collaborate, create, and access the latest technology by participating in this dynamic knowledge base. <ul style="list-style-type: none"> <li>• Combines user contributions, Cisco expertise, documentation, and tools</li> <li>• Share best practices, technical tips, and methodologies</li> </ul>
Social Media	Connect with Cisco technical support using social media apps including Facebook and Twitter.



- **Rapid hardware replacement:** Get the coverage you need for each device with flexible hardware replacement options, including 2-hour, 4-hour, and next-business-day (NBD) advance replacement, as well as return for repair (RFR).
- **Onsite support:** Receive your replacement part quickly and efficiently with an optional onsite service.

## More than a Warranty

Cisco SMARTnet Service goes far beyond a simple warranty replacement policy. Table 2 compares warranty and SMARTnet support coverage.

## Why Cisco?

Realize the full business value of your technology investments with smart, personalized services from Cisco and our partners. Backed by deep networking expertise and a broad ecosystem of partners, Cisco Services enable you to successfully plan, build, and run your network as a powerful business platform. Whether you are looking to quickly seize new opportunities to meet rising customer expectations, improve operational efficiency to lower costs, mitigate risk, or accelerate growth, we have a service that can help you.

## Availability and Ordering

Cisco SMARTnet Service can be ordered directly through your Cisco account manager or through our global network of certified partners. Find a partner near you using the Cisco Partner Locator at [www.cisco.com/go/partnerlocator](http://www.cisco.com/go/partnerlocator). To manage your services ordering and contract management online, visit [www.cisco.com/go/servicesordering](http://www.cisco.com/go/servicesordering).

For an up-to-date list of the technical services available for your Cisco products, visit the Service Finder tool at [www.cisco-servicefinder.com](http://www.cisco-servicefinder.com).

**Table 2.** Comparison of Cisco SMARTnet Service and Warranty

	Equipment Covered	Duration	Hardware Replacement	Cisco OS Updates	Cisco TAC Support	Registered Access to Cisco.com	Smart Call Home Diagnostics and Alerts
<b>Cisco SMARTnet Service</b>	All <sup>1</sup>	Renewable contracts	Advance hardware replacement: <ul style="list-style-type: none"> <li>• 24x7x2 hour</li> <li>• 24x7x4 hour</li> <li>• 8x5x4 hour</li> <li>• 8x5xNBD</li> </ul> Other: <ul style="list-style-type: none"> <li>• RFR2</li> </ul>	Yes, updates within the licensed feature set	Yes	Yes	Yes
<b>Cisco Standard Hardware Warranty</b>	All	Standard hardware: 90 days <sup>2</sup>  Standard software: 90 days <sup>2</sup>	Advance replacement (10 days) <sup>3</sup>	No <sup>4</sup>	No	No	No

**1.** Some equipment exclusions might apply; consult service sales representatives for more details. **2.** Return for Repair on select video products only. **3.** Optical networking products offer 5-year limited hardware warranty with 15 days return to factory replacement and 1-year limited software warranty; this warranty only applies to optical products. **4.** Warranty makes sure that only that software media are defect free and the software substantially conforms.

## For More Information

For more information about Cisco SMARTnet Service, visit [www.cisco.com/go/smartnet](http://www.cisco.com/go/smartnet) or contact your local account representative.

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