Resolve network problems rapidly with direct, anytime access to Cisco experts and hardware replacement matched to your needs.

Cisco SMARTnet Service provides the following device-level support:

- Direct access 24 hours a day, 365 days a year to specialized engineers in the Cisco Technical Assistance Center (TAC)
- Extensive self-help support through Cisco's online knowledge base, communities, resources, and tools
- Smart, proactive diagnostics and immediate alerts for devices enabled with the Smart Call Home feature
- Operating system (OS) software updates, including both minor and major releases within your licensed feature set
- Hardware replacement options, including 2-hour, 4-hour, and next-business-day (NBD) advance replacement, as well as return for repair (RFR)
- Optional onsite service that provides a field engineer who can install replacement parts at your location

When Minutes Matter, Depend on Cisco SMARTnet Service to Deliver

When a problem occurs that can disrupt business continuity, IT departments are under intense pressure to resolve the issue as quickly as possible before it can affect the business. Cisco® SMARTnet® Service facilitates rapid resolution of critical network issues and improves operational efficiency through a combination of expert technical support; flexible hardware coverage; and smart, personalized capabilities.

Connect Directly to the Network Experts at Cisco

When a network problem is affecting business-critical systems, you want fast access to technology experts with experience in diagnosing the toughest problems. Cisco SMARTnet Service connects you directly to the Cisco Technical Assistance Center (TAC), staffed by Cisco professionals certified in a broad range of Cisco technologies. The Cisco TAC employs a sophisticated system that automatically routes your service request to the appropriate team and escalates your case to the next level of support if it is not resolved within a specified time frame.

You can interact with Cisco TAC engineers in a way that is most convenient and useful for you, including email, telephone, web-based collaboration, and face to face using Cisco WebEx® collaboration.

Online Resources Provide Fast Self-Service Support

The Cisco Support and Documentation website offers award-winning resources that provide up-to-date technical information you can use any day, any time, on demand. These self-help tools bring Cisco expertise and community support to you when you need it.

Online resources provide any day, any time, on demand support

- Resolve network issues with automated troubleshooting tools and personalized content
- Use My Cisco to organize and track the information that matters most to you
- Browse a library of over 90,000 technical documents and resources
- Join support communities and share knowledge with peers and Cisco experts
- Connect with Cisco technical support using social media apps, including Facebook and Twitter

Cisco customers with support contracts have authorized access to technical resources and personalized pages that can provide an accelerated path to issue resolution.

Table 1 summarizes the Cisco online self-help resources available with a technical services contract.

Table 1. Cisco Registered Access Online Support

Goal	Available Resources
Get TAC support	• Use the TAC Service Request Tool to quickly and easily submit and track your SMARTnet service request online • View a history of your TAC cases and case resolution notes
Get personalized online support	• Use My Cisco to gain access to and track information that matters to you from anywhere on Cisco.com, including: ◦ Recent service requests ◦ Software alerts ◦ Support notifications • Select modules to customize your My Cisco Workspace with common tools and information sources. Access to some modules is based on entitlement, including service contract level.
Access a suite of robust troubleshooting tools	• Get instant access to troubleshooting tools including: ◦ Software Advisor ◦ Bug Toolkit ◦ TAC Case Collection ◦ Error Message Decoder ◦ Output Interpreter

"Cisco Smart Call Home allowed me to fix a network problem in about an hour that would have typically taken one of my staff two days to troubleshoot."
—Mike DeDecker, CCIE
Warner Pacific Insurance Services

Gain Critical Insight with Device Diagnostics

With the Smart Call Home feature of the Cisco SMARTnet Service, you get proactive, detailed diagnostics and immediate alerts on core network devices to help you quickly identify and resolve issues, conserving valuable staff time and improving network availability. Devices equipped with the call home technology can be enabled to continuously monitor their own health and notify you of potential issues using a secure, personalized web portal that contains messages, detailed diagnostics, and recommendations. If a serious problem arises, Smart Call Home can automatically generate a service request with the Cisco TAC that is routed to the right team for your particular problem. Visit www.cisco.com/go/smartcall for more information and to see the latest list of Call Home-capable Cisco devices.

Extract More Value from Your Network with Online OS Updates

Protect your investment and extend the life of your network with anytime, online access to the latest operating system software updates within your licensed feature set. Rather than having to purchase OS software updates individually, with a support contract you save time and money because the contract covers the cost of updates, including both minor and major releases within your licensed feature set. New OS features enable greater network capacity, enhanced security and regulatory compliance, and better interoperability.

Users download millions of copies of OS and application software each month. However, only Cisco customers with support contracts are entitled to access updates and migrate to the most current OS software features. My Cisco provides personalized software alerts that keep you advised about which new software releases are available for your Cisco network devices. Additionally, customers with SMARTnet contracts can download up to 25 licensed software images at one time using the Download Cart or keep the images in the cart for up to six months.

Count on the Right Part, When and Where You Need It

When you need dependable, fast access to business-critical parts, Cisco SMARTnet Service delivers. Choose from a variety of hardware replacement options, including premium options such as two-hour replacement and onsite parts replacement and installation.

Dependable parts delivery on a global basis is enabled by the Cisco service supply chain, a network of over 1000 parts fulfillment depots around the world managed by a sophisticated global supply chain that automates parts stocking processes worldwide. Cisco is constantly monitoring regional stock holdings, so replacement parts are available where and when you need them.

More than a Warranty

Companies sometimes think of warranties as an adequate defense against product problems. Cisco SMARTnet Service goes far beyond a simple warranty replacement policy. Cisco SMARTnet Service provides troubleshooting support, advance hardware replacement options, and extensive self-help and knowledge transfer to empower your network operations and support staff. A Cisco standard warranty only offers delayed hardware replacement during the warranty duration.

Award-Winning Service

With Cisco you get service and support that consistently win awards year after year. The certifications and awards shown in Table 2 illustrate how Cisco continues to set the standard when it comes to support performance and value to our customers. Visit www.cisco.com/go/serviceawards to find out more about the industry recognition Cisco has earned for high-quality support performance, web-based support, and engineer certifications.

"We have maintenance contracts with multiple vendors and Cisco is the most responsive of them all. When we have a network issue, we count on their four-hour response time to have the problem resolved."
—Thuan Nguyen, Director of Information TechnologyKent School District

Table 2. Recent Awards and Certifications

Award	About
J.D. Power and Associates 2011 Certification	
	Cisco Systems, Inc., Global has been recognized by J.D. Power and Associates for providing "An Outstanding Customer Service Experience." The Certified Technology Service and Support program honors companies that deliver outstanding technical support. J.D. Power and Associates is a global marketing information services company operating in key business sectors including market research, forecasting, performance improvement, web intelligence, and customer satisfaction. The J.D. Power and Associates 2011 Certified Technology Service & Support Program was developed in conjunction with TSIA. For more information, visit www.jdpower.com or www.tsia.com.
Technology Services Industry Association Hall of Fame Lifetime Achievement Award	
	The STAR Awards are one of the highest honors in the technology services industry, acknowledging the contribution of companies to the continual improvement of technology services delivery industrywide. In 2011, Cisco was included in the STAR Award Hall of Fame for winning 15 STAR Awards since the inception of the awards.
Association of Support Professionals (ASP) Awards	
	This industry award recognizes websites that exhibit best practices based on 25 different performance metrics, including usability, knowledgebase implementation, customer experience, and use of technology. Cisco was named to the ASP Web Support Hall of Fame, which honors websites that have been named among the "Ten Best Web Support Sites" for at least four years. The support website on Cisco.com has earned a position as one of the Ten Best Web Support Sites in 1998, 1999, 2002, 2005, 2007, 2008, 2010, and 2011.
2010 M2M Value Chain Award	
	The prestigious M2M Value Chain Award recognizes the most successful corporate adopters of machine-to-machine (M2M) technology as well as the team of solution providers that made their success possible. The 2010 award recognized Itron's global implementation of Cisco Smart Call Home on its Cisco Catalyst® 6500 switches, providing continuous device monitoring, alert notifications, and remediation. Cisco was honored as the technology enabler that made the Smart Call Home proactive diagnostics alert solution possible.

Why Cisco Services

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.

"We also rely on our Cisco SMARTnet Service to provide us with peace of mind. With so much relying on our network, it is critical to know that we will receive fast resolution of anything that might happen unexpectedly."
—Peter Hoelzl, Supervisor of Network Engineering, Swedish Medical Center

For More Information

For more information about Cisco SMARTnet Service, visit www.cisco.com/go/smartnet or contact your local account representative.

For more information about other types of Cisco Services to maintain and optimize your network, including technology-specific and remote management services, visit www.cisco.com/go/supportservices.

For a complete list of the technical services available for your Cisco products and applications, visit our Service Finder tool at www.cisco-servicefinder.com.

Cisco SMARTnet Service can be ordered directly through your Cisco account manager or through our global network of certified partners. Visit our Services Ordering page for more information.

Cisco services. smarter *together*

Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at **www.cisco.com/go/offices.**