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800-544-8877

solutions@microage.com

MicroAge.com

# Cisco SMARTnet Service

IMPROVE NETWORK AND IT INFRASTRUCTURE PRODUCT AVAILABILITY



## 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 downtime can be significant, decreasing productivity, eroding customer confidence, and losing revenue.

To help quantify Cisco 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 192 percent ROI<sup>1</sup> 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 Problems?

As your network and data center evolve 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, technology changes rapidly, and keeping your IT staff up to date on the latest

advances and security issues can be challenging. Cisco SMARTnet can help you:

- **Quickly resolve issues:** Identify and resolve 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 IT infrastructure and 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 in your network and data center.
- **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 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
<b>My Cisco</b>	Personalized web portal allows you to find new software releases, bug reports and repairs, and troubleshooting tools customized for your network.
<b>Automated Tools</b>	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>
<b>Document Access</b>	Access an extensive library of 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>
<b>Online Service Request Management Tool</b>	Submit and track your service requests online as well as view history of your Cisco TAC cases and case resolution notes.
<b>Support Community</b>	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>
<b>Support Wiki</b>	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>
<b>Social Media</b>	Connect with Cisco technical support using social media apps, including Facebook and Twitter.

1. Forrester calculates return on investment (ROI) as the net effects 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.

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## IMPROVE NETWORK AND IT INFRASTRUCTURE PRODUCT AVAILABILITY

- **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:** A certified field engineer will travel to your location to replace failed hardware under the optional onsite support.

### 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, security, and data center expertise and a broad ecosystem of partners, Cisco Services enable you to successfully plan, build, and manage your network and data center 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: • 24x7x2 hour • 24x7x4 hour • 8x5x4 hour • 8x5xNBD  Other: • RFR <sup>2</sup>	Yes, updates within the licensed feature set <sup>5</sup>	Yes	Yes	Yes
<b>Cisco Standard Hardware Warranty</b>	All	Standard hardware: 90 days <sup>3</sup>  Standard software: 90 days <sup>3</sup>	Advance replacement (10 days) <sup>3</sup>	No <sup>4</sup>	No	No	No

1. Some equipment exclusions might apply; consult a service sales representative for more details.

2. Return for repair on select video products only.

3. Some products come with different warranties. Please see [www.cisco.com/go/warranty](http://www.cisco.com/go/warranty) for more information

4. Warranty only makes sure that software media is defect free and the software substantially conforms to published specifications.

5. Cisco Unified Computing System also includes ongoing downloads of BIOS, drivers, firmware, and Cisco Unified Computing System Manager (UCSM).

### 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 Cisco SMARTnet Service for Cisco Unified Computing System, visit [www.cisco.com/en/US/services/ps2827/ps2978/Cisco\\_SMARTnet\\_Service\\_for\\_Cisco\\_Unified\\_Computing\\_System\\_Overview.pdf](http://www.cisco.com/en/US/services/ps2827/ps2978/Cisco_SMARTnet_Service_for_Cisco_Unified_Computing_System_Overview.pdf).

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).