

eCarePlus+ & Cisco® support services overview

Cisco® SMARTnet

Support contracts

Offered with engineering resource as an optional extra:

Cover options

- 8 hours per day, 5 days per week, next business day
- 8 hours per day, 5 days per week, 4 hour response
- 24 hours per day, 7 days per week, 4 hour response

TAC access

24 hours per day for complex technical issues

CCO

Access to Cisco® connection online web information service

IOS software updates

Automatic updates on all minor and major IOS releases online

Consulting tools, product news, updates and technical details

eCarePlus+ support

Same as Cisco® SMARTnet with the addition of the following:

eCarePlus+ support contracts include:

- SLAs with guaranteed fix times:
 - 8 x 5 x next business day fix
 - 8 x 5 x 4 hour fix
 - 24 x 7 x 4 hour fix
- On site troubleshooting services for complex network software issues
- Access to C.C.I.E's
- Performance guarantees
- eCarePlus+ handle all logistics
- eCarePlus+ assign dedicated account manager
- eCarePlus+ to handle any network changes
- Maintenance of other vendor's equipment
- Cisco® approved support process
- Regular customer satisfaction surveys
- Customer review process

eCarePlus+ additional options:

- Flexible cover options
- CCO
- IOS software updates