

Cisco Smart Net Total Care Service

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. Cisco® Smart Net Total Care™ 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 Smart Net Total Care Service Overview

Cisco Smart Net Total Care 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 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 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.

The portal also provides interactive workflows that simplify support management processes. Altogether, these foundational technical services and smart capabilities can help you resolve problems more quickly, mitigate risk, and improve operational efficiency.

Features and Benefits

Smart Net Total Care includes a broad range of capabilities that span four primary functional areas, as summarized in Table 1 and outlined in the sections that follow.

Table 1. Smart Net Total Care Capabilities

| | | Risk Mitigation | Operational Efficiency | Faster Problem Resolution |
|---|--|-----------------|------------------------|---------------------------|
|  | Technical Service and Incident Management <ul style="list-style-type: none"> Fast expert technical support from Cisco TAC Advance hardware replacement Automated streamlined processes for incident management | ● | ● | ● |
|  | Security and Product Alerts <ul style="list-style-type: none"> Actionable security alerts Relevant product notices (Hardware and software) Service availability alerts (Hardware and software) | ● | ● | |
|  | Service Coverage Management <ul style="list-style-type: none"> Covered/uncovered, right coverage Renewal preparation and planning Budget planning | ● | ● | |
|  | Product Lifecycle Management <ul style="list-style-type: none"> Up-to-date installed base information EoS/EoL, software version mismatches Automation to reduce cost and risk of manual processes | ● | ● | |

Technical Service and Incident Management

When a network problem affects business-critical systems, it requires fast response and a deep understanding of the technology to resolve the incident quickly. Smart Net Total Care 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 TAC support representatives.

- 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. (See Table 2.)

Table 2. Advance Hardware Replacement Service Levels

| Service Level | Description |
|--|---|
| Smart Net Total Care 24x7x2 | 2-hour response, 24 hours a day, 7 days per week, including holidays |
| Smart Net Total Care 24x7x4 | 4-hour response, 24 hours a day, 7 days a week, including holidays |
| Smart Net Total Care 8x5x4 | 4-hour response, local business hours based on depot time, 5 days a week |
| Smart Net Total Care 8x5xNext Business Day | Next-business-day delivery, local business hours based on depot time, 5 days a week |
| Smart Net Total Care without RMA | Software and installation-focused TAC support only, no RMA or other TAC support |

- **Onsite support:** Cisco is committed to providing professional, customer-focused support services in person at your location. Smart Net Total Care Onsite service includes installation of advance replacement parts. (See Table 3.)

Table 3. Onsite Support Service Levels

| Service Level | Description |
|--|--|
| Smart Net Total Care Onsite 24x7x2 | 2-hour response, 24 hours a day, 7 days per week, including holidays |
| Smart Net Total Care Onsite 24x7x4 | 4-hour response, 24 hours a day, 7 days a week, including holidays |
| Smart Net Total Care Onsite 8x5x4 | 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. |
| Smart Net Total Care Onsite 8x5xNextBusiness Day | 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. |

- **Software updates:** Cisco provides OS software updates for your licensed feature set. Software releases and any supporting documentation are available through Cisco.com Software Central at <http://software.cisco.com/swcentral/home.html>.
- **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.com [knowledgebase](#) provides helpful technical and general information on Cisco products.

Smart-Entitled Capabilities That Streamline Incident Management

All support customers are entitled to smart capabilities¹, including access to the Smart Net Total Care 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.

¹ Proactive smart capabilities such as the Cisco collector and Smart Net Total Care portal must be configured or enabled to deliver the functionality described.

- **Portal and interactive dashboard:** The Smart Net Total Care 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 TAC case, including configuration status, serial number, contract number, service level, and unresolved alerts. The Smart Net Total Care 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:** 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.

Security and Product Alerts

Staying current about Cisco alerts regarding security recommendations, device updates, and software updates can be challenging. Smart Net Total Care 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.

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. Smart Net Total Care helps you ensure that your business-critical assets have the necessary service coverage to meet business needs and comply with corporate policies.

Smart Net Total Care 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, Smart Net Total Care 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. Smart Net Total Care 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.

Product Lifecycle Management

Maintaining up-to-date installed base data in Smart Net Total Care can provide dramatic efficiencies over manual methods while also reducing the risk of errors. Smart Net Total Care 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, Smart Net Total Care 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

Capabilities to Enhance and Control Lifecycle Management

Smart capabilities within the Smart Net Total Care portal can enhance and control product and lifecycle visibility.

- **Role-based access control (RBAC):** The Smart Net Total Care 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.

Related Services to Extend the Value of Smart Net Total Care

Smart Assist Service

This service can help you accelerate the time to enable and use smart capabilities. It provides assistance for installing the Cisco collector and accessing the Smart Net Total Care portal. It also offers onboarding and enablement services such as smart capability training, support for product inventory collection, installed base (IB) reconciliation (twice per year), and TAC support for the portal and collections.

Asset Management Service

Cisco Asset Management Service is a comprehensive and personalized consultative engagement that helps you gain near real-time product visibility across your entire network. It can use data from Smart Net Total Care and combines it with other information to provide a complete and accurate view of your Cisco product investments so that you can effectively manage them. This service can be delivered as a standalone offer or through Cisco TS Advantage.

Technical Services Advantage

Cisco Technical Services (TS) Advantage is for businesses that require personalized, priority-level service and support from Cisco experts. This service facilitates alignment between your network and operational goals, so you can reduce the burden on your IT staff, manage growth effectively, and keep your organization running smoothly. It is available in four levels of support: Bronze, Silver, Gold, and Platinum.

Network Optimization Service

Cisco Network Optimization Service provides in-depth, proactive support throughout the network's lifecycle. This facilitates cost savings that help you build an optimized network for peak performance. We provide support for your network transformation strategy with Cisco architecture leadership, deep technology knowledge, and domain expertise.

Why Cisco Services?

You must align your network strategy with top business initiatives to protect project execution from poor technology planning. Cisco can help you benefit from our experience and expertise. Cisco Services can make networks, applications, and the people who use them work better together. Our solutions and services build on our innovation and leadership in networking. Recognized by J.D. Power and Associates for providing “An Outstanding Customer Service Experience,” Cisco is the only company to have achieved CTSS certification eight times.²

Cisco Capital

Financing to Help You Achieve Your Objectives

Cisco Capital can help you acquire the technology you need to achieve your objectives and stay competitive. We can help you reduce CapEx, accelerate your growth and optimize your investment dollars and ROI. Cisco Capital financing gives you flexibility in acquiring hardware, software, services, and complementary third-party equipment. And there's just one predictable payment. Cisco Capital is available in more than 100 countries.

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More Information

For more information about Cisco Smart Net Total Care Service and Smart Assist Service, visit <http://www.cisco.com/go/total> or contact your local account representative.

Get involved with the Smart Net Total Care Community. You can find resources such as videos, training, and case studies and interact with other users in the discussion forums at bit.ly/community-sntc.

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

² Refer to J.D. Power and Associates Press Release, July 21, 2014 at <http://www.jdpower.com/press-releases/certified-technology-service-and-support-program>



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