

Maintaining Your Collaboration Services



Protect Your Investment

Everyone in your company keeps telling you they want to work when, where, and how they want, using their choice of devices. You know that investing in collaboration tools is the right thing to do, but you worry that it will strain your existing IT resources. And once people start depending on those tools, you will need to keep them up and running.

To help you keep those tools running reliably, we offer Cisco SMARTnet™ and Cisco Essential Operate Services. These support services will help your people be productive while using a broad set of applications and a variety of devices. You can also increase your system efficiency, lower your support costs, and reduce downtime and outages.

Support the Collaboration Your Employees Need

Employees want to work their way – where, when, and how they want – without limits.

Demands on your IT infrastructure increase when you add collaborative tools such as Cisco Unified Communications and conferencing. However, you and your staff may not have the resources or expertise to support collaboration tools – and everything else on your plate – especially when IT budgets are tight.



Buyer Challenges

Supporting Your Collaborative Products

You want your company's employees to communicate more effectively. But you don't have the time or resources in-house to support your new collaboration solutions. You need to resolve issues quickly, improve operational efficiency, and detect security issues, all cost-effectively.

The combination of Cisco SMARTnet and Cisco Essential Operate Services provides hardware and software support to keep your collaboration solutions running. This support includes:

- Full-time telephone and remote technical and maintenance support
- Full-time access to our online troubleshooting tools
- Operating system updates
- Application maintenance and minor release updates
- Rapid hardware replacement
- Optional onsite support

Lowering Your Issue Response Times

You're worried that troubleshooting issues on a new set of products and technologies will take a lot of your time. And you want to make sure you have immediate access to technical experts who can resolve problems quickly.

The Cisco Technical Assistant Center (TAC) provides full-time telephone and remote technical support services 24 hours a day, 365 days a year. Our specialized engineers can analyze your collaboration software and networking issues and assist with incident remediation. Online self-help support is available every day, at all times, too. In addition, our proactive diagnostics and immediate alerts can help you quickly identify and resolve issues.

Supporting Your System with a Lean IT Staff and Budget

You're already over your IT budget, and you've trimmed your IT staff to the bone. You're concerned about resources to support your new collaboration products. You're also worried about keeping your network running as you add more functionality.

Our services are focused on enhancing your in-house expertise with training and access to online tools, a knowledge base, and technical experts. We can also complement your in-house IT support with an integrated technical support structure.

Our service solutions help you lower your cost of ownership by reducing the number of escalated incidents and reducing infrastructure costs. In addition, we help you cut resolution time by facilitating your connection to the right technology experts.



Benefits

Together, Cisco SMARTnet and Cisco Essential Operate Services provide the following benefits:

- Get faster time to resolution by working with our technical support experts.
- Shorten your issue response time by receiving proactive diagnostics and immediate alerts.
- Increase your uptime by rapidly resolving problems.
- Lower your total cost of ownership by keeping your network healthy.
- Enhance your in-house expertise and training through access to online tools, a knowledge base, and technical resources.

Components, Features and Attributes

Service Name	Short Description/Benefit to Customer
Cisco SMARTnet Service and Cisco Essential Operate Service	<p>The combination of Cisco SMARTnet and Cisco Essential Operate Services gives your IT staff collaboration product hardware and software support with direct, anytime access to our experts and extensive Cisco.com resources. We deliver:</p> <ul style="list-style-type: none">• A combination of expert technical support, flexible hardware coverage, and smart, personalized capabilities• Proactive diagnostics and immediate alerts to help you quickly identify and resolve issues• Help reducing the number of escalated incidents, inventory costs, and infrastructure costs• Rapid problem resolution of your Cisco networks and applications• Education for your staff, including access to online tools, a knowledge base, and technical resources• Access to the appropriate technology experts, who work collaboratively to resolve your Cisco network and application issues

Why Cisco?

We help you get the full business value of your technology investments with smart, personalized services. Backed by deep networking, security, and data center expertise and a broad ecosystem of partners, we allow 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.

To Learn More

Example: For more information about successful real-world implementations and best practices, visit:

- [Cisco SMARTnet Services](#)
- [Cisco Essential Operate Services](#)