

Cisco SMARTnet Service for Smart Business Communications System

In today's interconnected business environment, effective communications are crucial for staying ahead of the competition, boosting business productivity, and retaining customer loyalty. Investing in technology that brings together voice, data, video, and wireless in one affordable system is an intelligent decision for a small or medium-sized business because it delivers significant cost savings in management, maintenance, and ongoing call costs.

Protecting and Securing Your Investment with the Cisco Smart Business Communications System

Designed for small and medium-sized businesses (SMBs) running the Cisco® Smart Business Communications System (SBCS), Cisco SMARTnet® Service for SBCS helps you resolve problems and protect and secure your SBCS data, voice, and wireless IT assets. Delivered by your trusted partner and backed by Cisco, this industry-leading support solution provides you with greater network availability while reducing operating costs. Cisco SMARTnet Service for SBCS is simple and affordable and offers a range of service delivery options according to your preferences and needs.

Simple, Secure, and Affordable

Cisco SMARTnet Service for SBCS offers a complete service program for small businesses with as many as 48 users that delivers rapid resolution with a simplified contract process that is flexible and will accommodate future growth. Table 1 provides a quick overview of the range of services provided by Cisco SMARTnet Service for SBCS.

Table 1. Cisco SMARTnet Service for SBCS

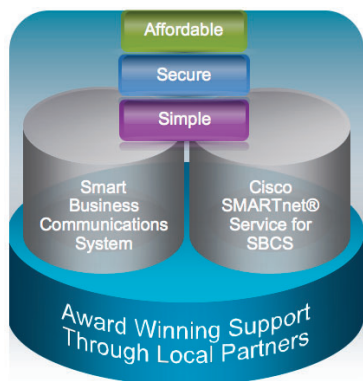
Service	Advance Hardware Replacement	Cisco Technical Assistance Center Hotline	Cisco Knowledge Base and Tools	Operating System Software	Eligible Devices
Cisco SMARTnet Service for SBCS	8 x 5 x next business day (NBD), optional 2-hour and 4-hour onsite parts delivery	Access to Cisco Technical Assistance Center (TAC) 24 hours a day, 365 days a year	Full access to Cisco.com knowledge base and tools	Ongoing application and operating system software updates and upgrades	SBCS-class products

A Comprehensive Service Portfolio

Cisco SMARTnet Service is one of a family of Cisco Smart Services for Small and Medium Business. Offering a choice of responsive and proactive services to complement your internal IT support capabilities and meet your network needs, Cisco Smart Services for Small and Medium Business include Cisco Smart Care Service, Cisco SMARTnet Service, and Cisco Smart Foundation Service. These services are smart based on their relevancy to the business requirements of SMBs like yours. They are part of a broader Cisco Services portfolio.

Ordering

Cisco SMARTnet Service for SBCS may be purchased through a certified Cisco partner. To find a partner, visit <http://tools.cisco.com/WWChannels/LOCATR/openBasicSearch.do>.



Protecting Your Business Around the Clock

- Support services with direct, anytime access to Cisco technical resources
- Next-business day hardware replacement and extensive resources to anticipate and resolve potential issues
- Rapid issue resolution with flexible support options
- Software assurance

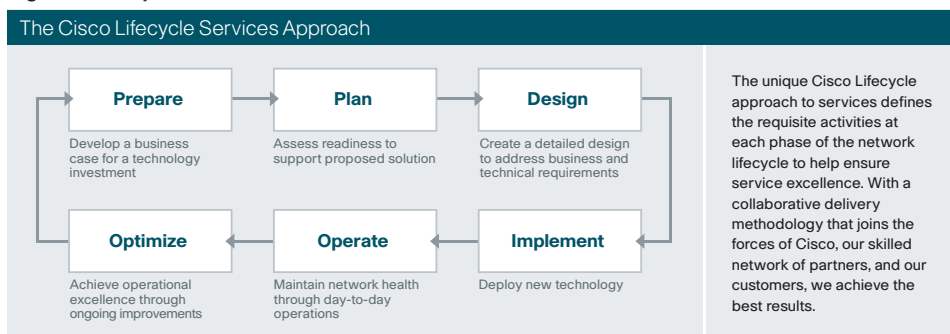
Why Cisco Services

Cisco Services make networks, applications, and the people who use them work better together. Today, the network is a strategic platform in a world that demands better integration between people, information, and ideas. The network works better when services, together with products, create solutions aligned with business needs and opportunities.

The Cisco Lifecycle Approach Delivers Excellence

The unique Cisco Lifecycle approach to services defines the requisite activities at each phase of the network lifecycle to help ensure service excellence. With a collaborative delivery methodology that joins the forces of Cisco, our skilled network of partners, and our valued customers, together we achieve the best results. Figure 1 shows the lifecycle phases.

Figure 1. Lifecycle Phases



For More Information

For more information about Cisco SMARTnet Service for SBCS, visit www.cisco.com/go/smartnetsbcs 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.



Americas Headquarters
 Cisco Systems, Inc.
 170 West Tasman Drive
 San Jose, CA 95134-1706
 USA
www.cisco.com
 Tel: 408 526-4000
 800 553-NETS (6387)
 Fax: 408 527-0883

Asia Pacific Headquarters
 Cisco Systems (USA) Pte. Ltd.
 168 Robinson Road
 #28-01 Capital Tower
 Singapore 068912
www.cisco.com
 Tel: +65 6317 7777
 Fax: +65 6317 7799

Europe Headquarters
 Cisco Systems International BV
 Haarlerbergpark
 Haarlerbergweg 13-19
 1101 CH Amsterdam
 The Netherlands
www-europe.cisco.com
 Tel: +31 0 800 020 0791
 Fax: +31 0 20 357 1100

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.

©2007 Cisco Systems, Inc. All rights reserved. CCVP, the Cisco logo, and Welcome to the Human Network are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn is a service mark of Cisco Systems, Inc.; and Access Registrar, Aironet, BPX, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Enterprise/Solver, EtherChannel, EtherFast, EtherSwitch, Fast Step, Follow Me Browsing, FormShare, GigaDrive, HomeLink, Internet Quotient, IOS, iPhone, IP/TV, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, iQuick Study, LightStream, Linksys, MeetingPlace, MGX, Networkers, Networking Academy, Network Registrar, PIX, ProConnect, ScriptShare, SMARTnet, StackWise, The Fastest Way to Increase Your Internet Quotient, and TransPath are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0710R)