

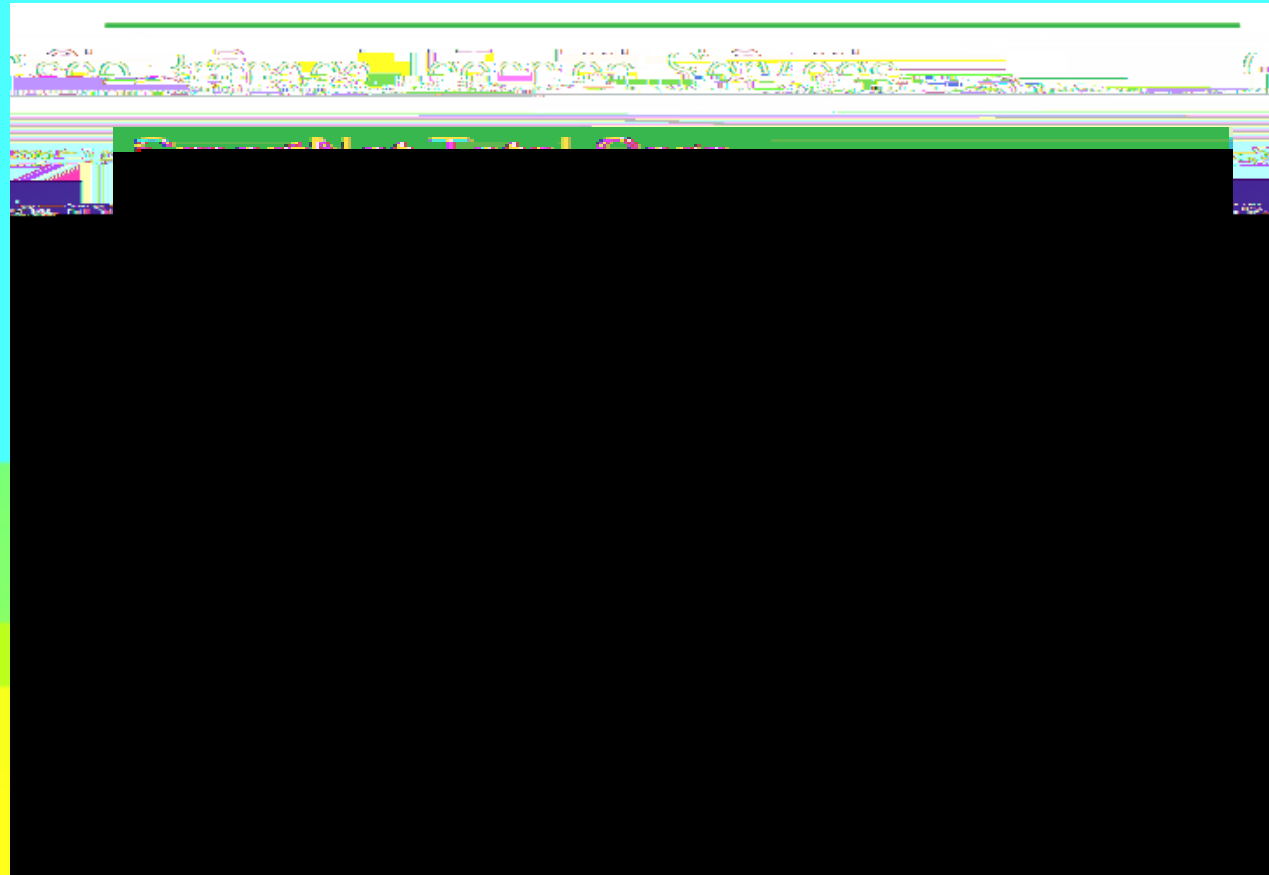


IC

# On-Going Customer Network Operational Challenges



# What are Technical Services?



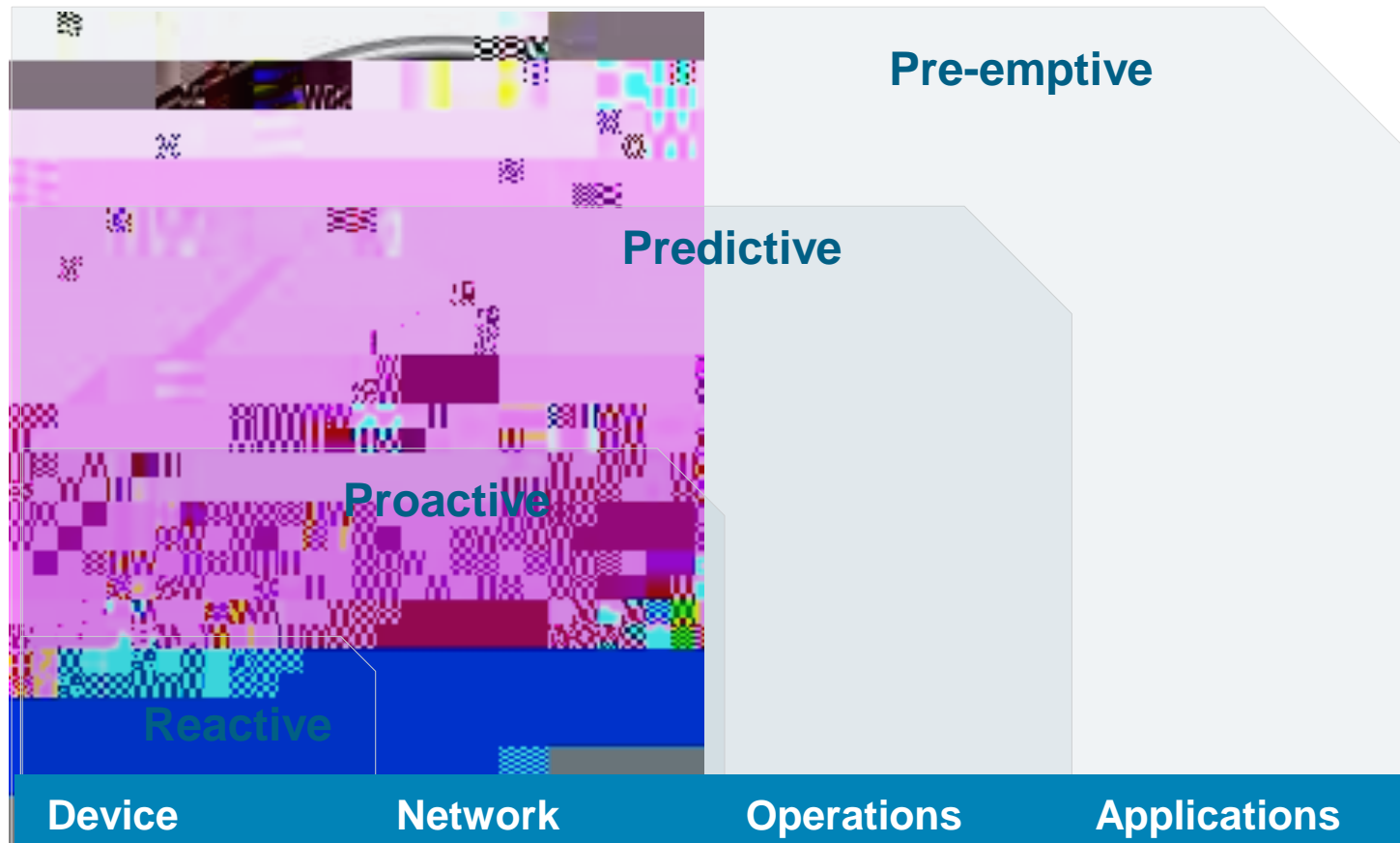


# Partner vs Cisco Brand

- Cisco Brand ( eg SMARTnet total care )
- Support



# Smart Services Strategy





# The Smart Services Advantage





Smart Net Total Care identifies the customers Cisco



Transport to Cisco Data Center:

- AES 128-bit data encryption, and HTTPS or SSL connection
- Sensitive credentials removed before transport

# Smart Net Total Care Device Diagnostics How it works

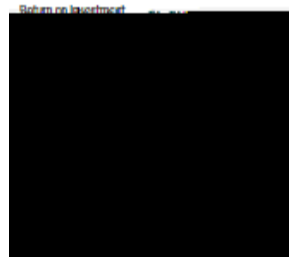


# Service & Warranty





# Sparing vs. Services: Find the Return on Investment



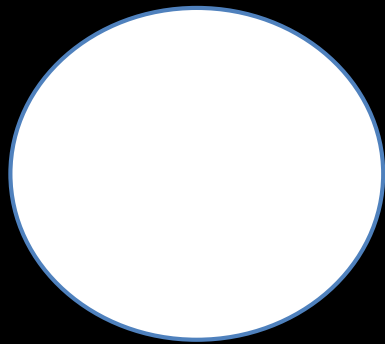














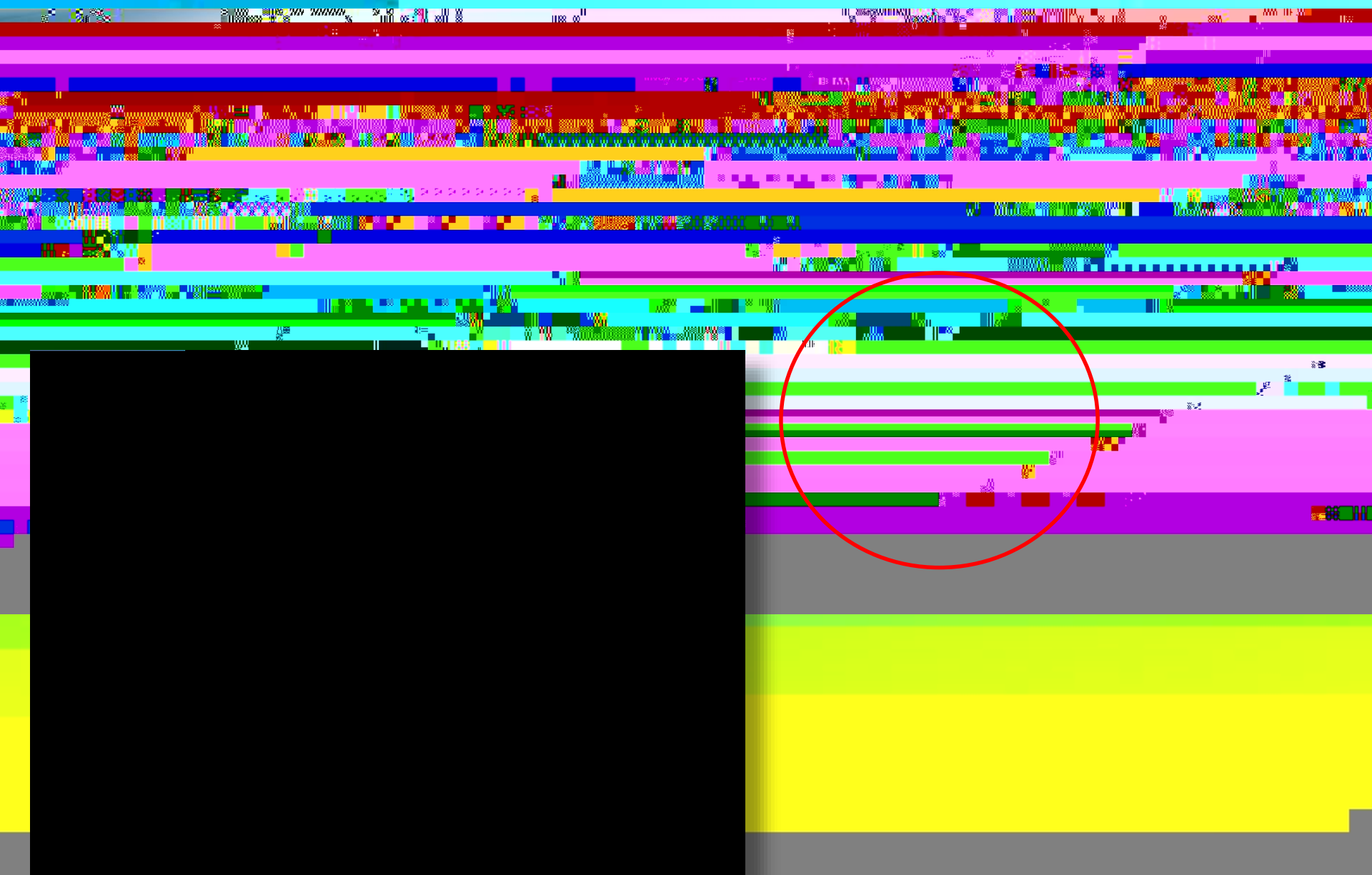


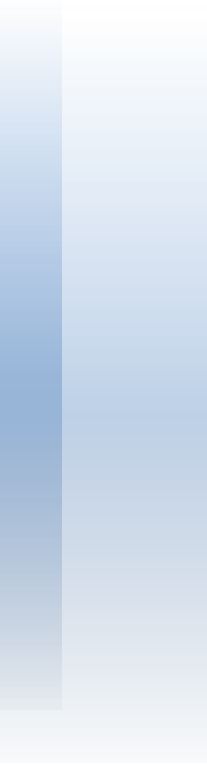
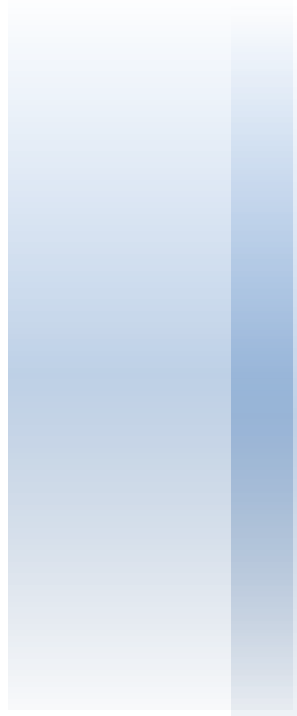
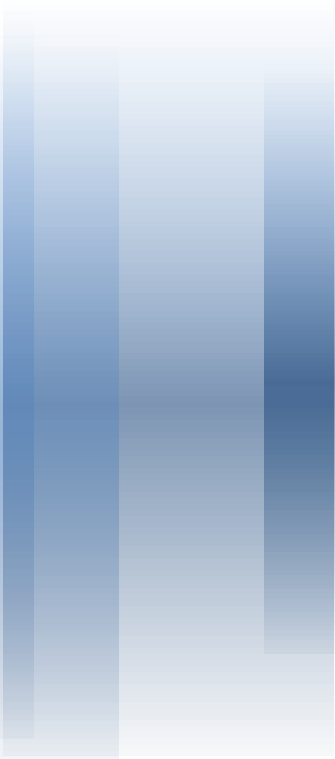
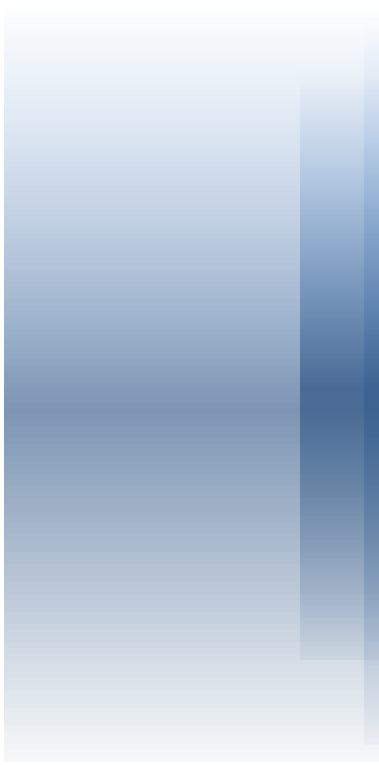




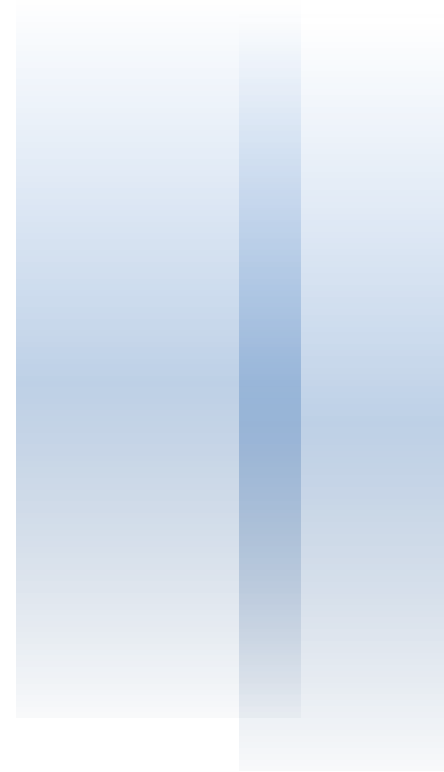
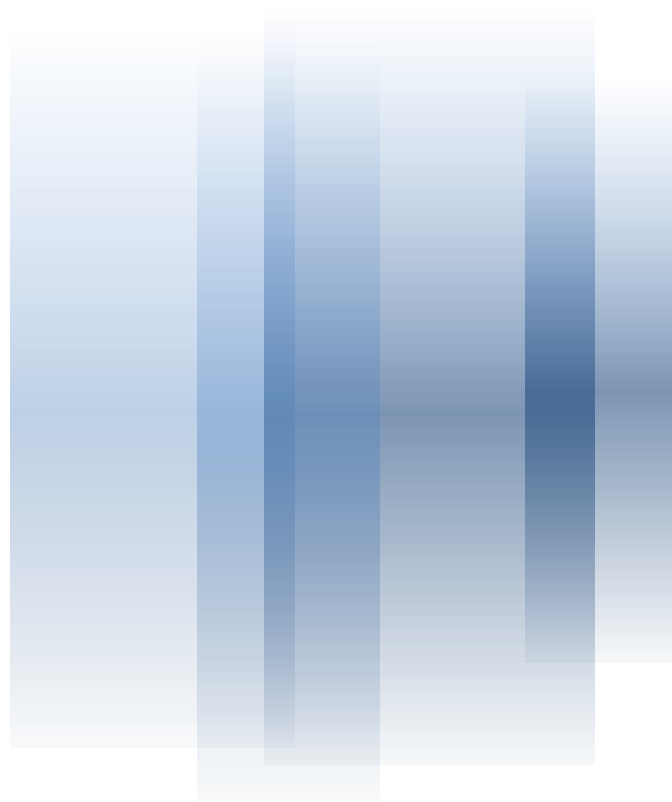
# Proactive Alerts and Notifications

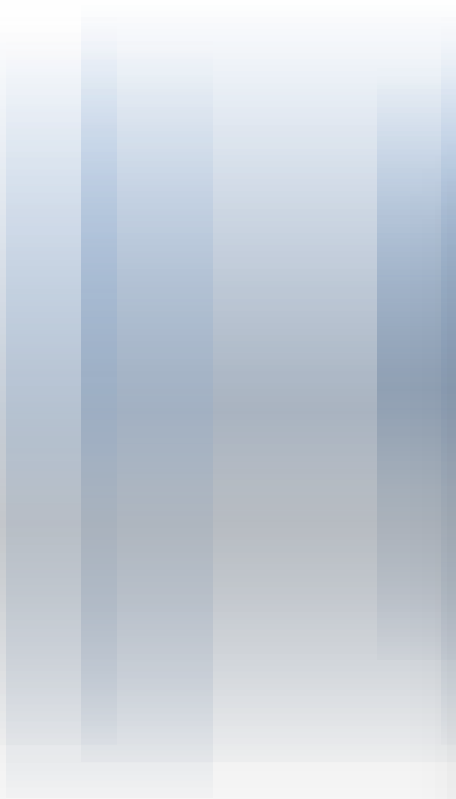
..and software issues!



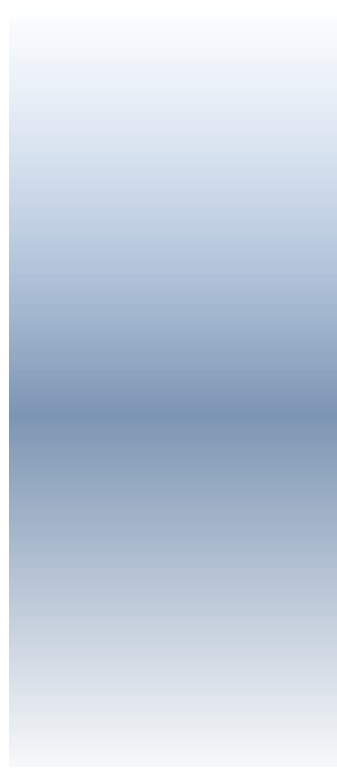












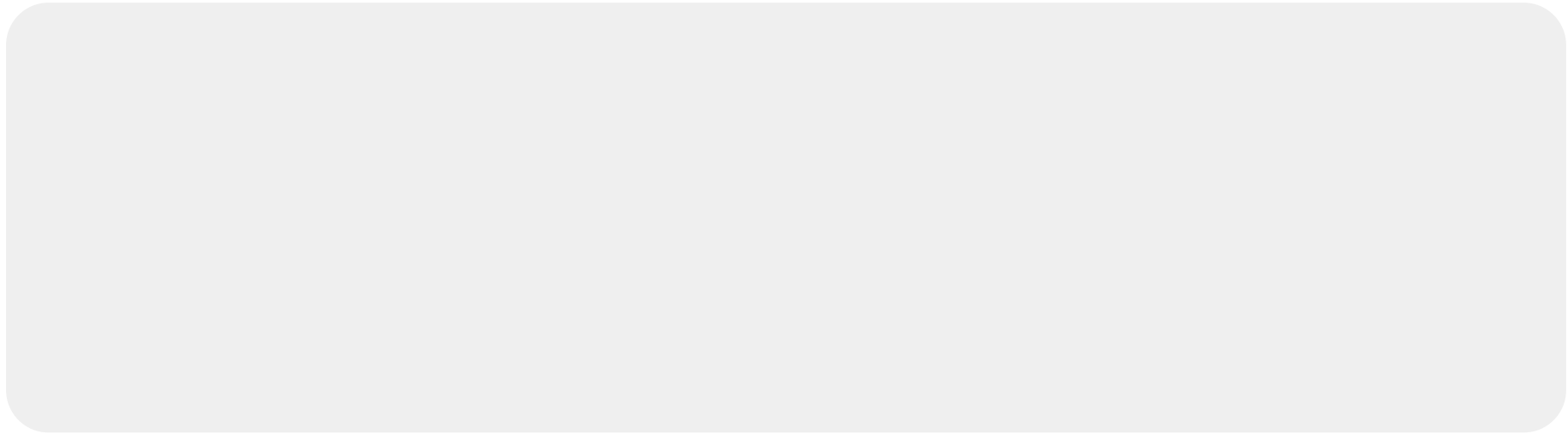


# TS Advantage

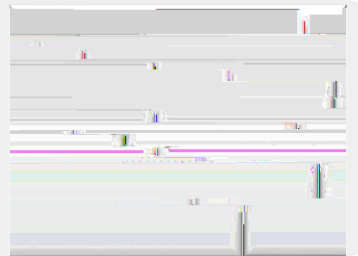
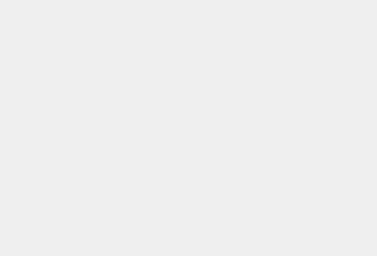
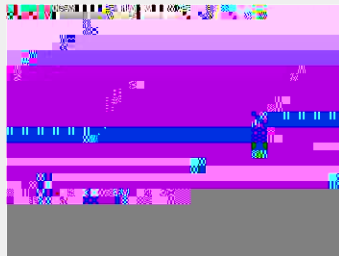
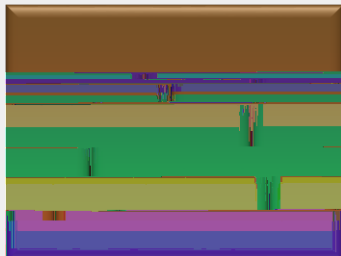


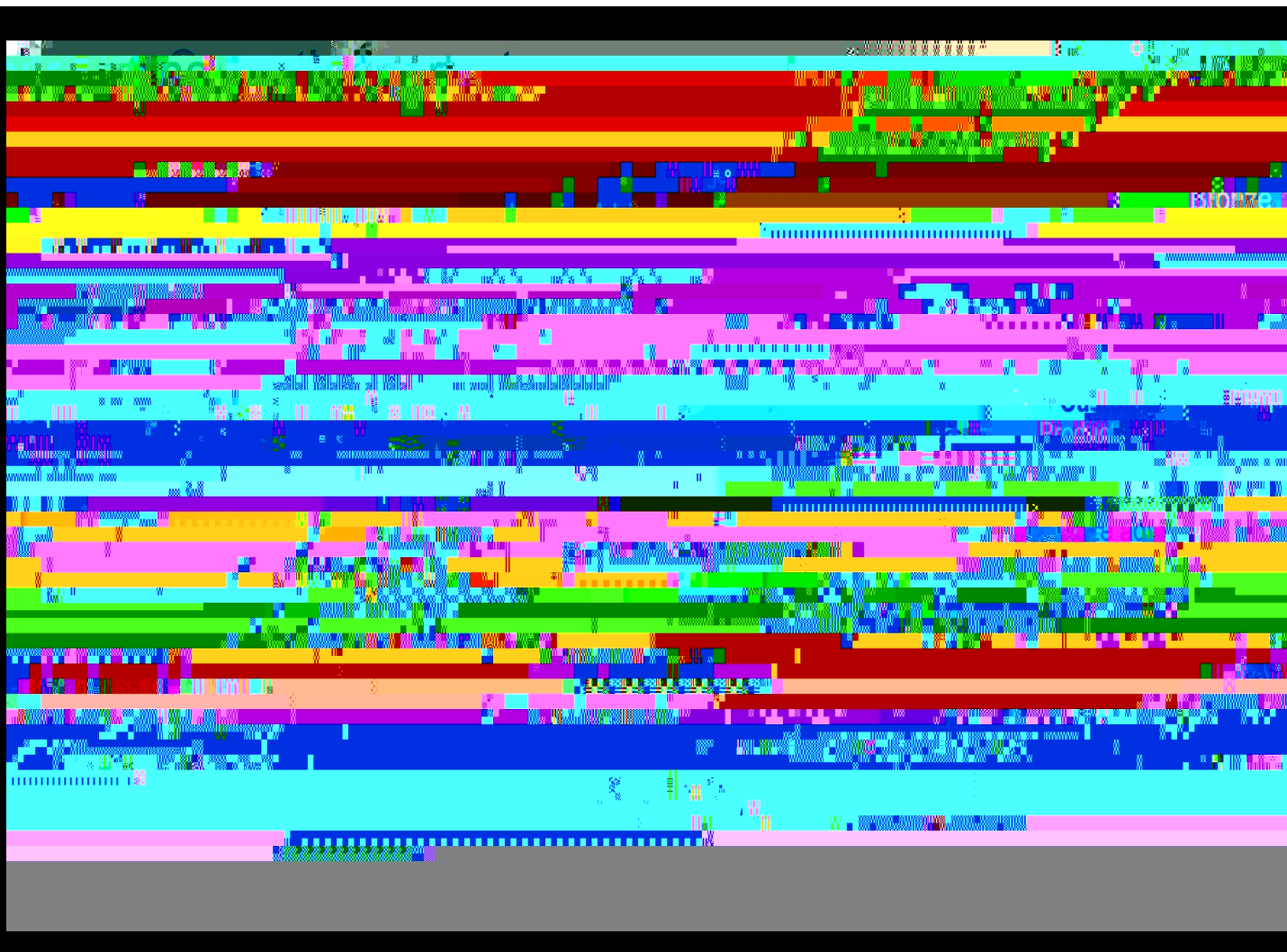
# Benefits





Increase  
Operational  
Efficiencies

















Features	Deliverables
<b>Continuous service Availability Management (CSAM)</b>	



# Cisco Services Toolkit

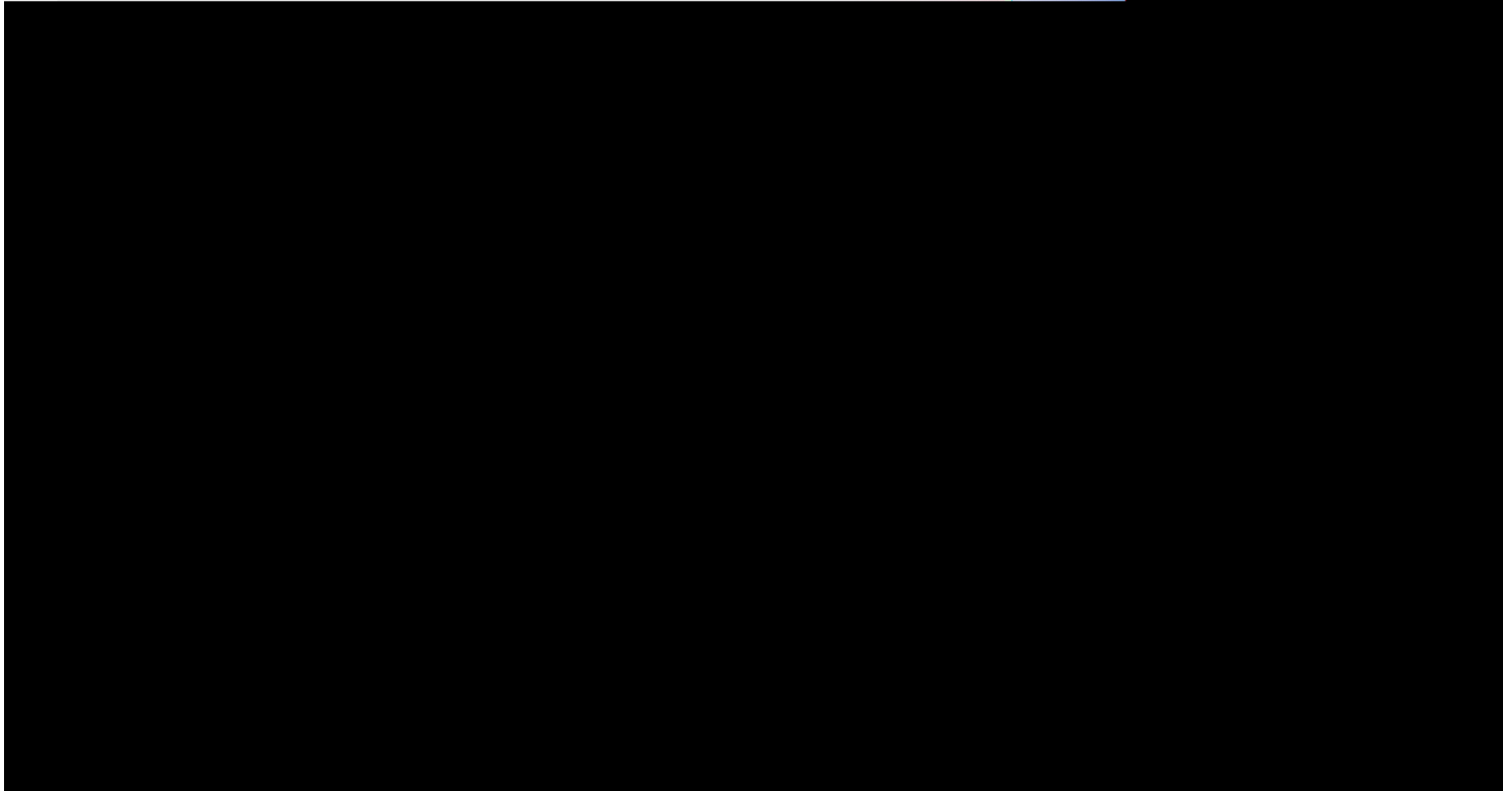








# CCW QUOTES II



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