

# Capital Network Solutions Ltd Smart Care Service Together with Cisco Services

Protect Your Network through the Power of Collaboration



## What is the Capital Network Solutions Ltd Smart Care Service ?

Capital Network Solutions Ltd Smart Care Service together with Cisco Services delivers comprehensive network-wide technical support for your data and voice network as well as proactive monitoring, assessments and remote repairs in a single service offering. The result is greater security, reliability and efficiency of your network.

## Capital Network Solutions Ltd Smart Care Service

Modern businesses rely on network applications more than ever before and are more vulnerable to the lost productivity and profitability that can result from a network outage. As the network becomes the platform for business success in companies of all sizes, the service and support needs of many organizations are changing. While device-by-device support services provide excellent protection for individual devices, they cannot provide insight into the overall health and security of the network or help businesses identify potential problems before they arise.

Now, organizations have a cost-effective solution. Cisco and Capital Network Solutions Ltd offer an innovative service that combines network-wide technical support with ongoing network monitoring and proactive maintenance to deliver a comprehensive approach for the care and continuous improvement of your network.

With this collaborative service that combines the complementary strengths of Cisco and Capital Network Solutions Ltd, you can increase your visibility into the health and security of your network, improve network reliability and performance, identify potential problems before they affect your business, and reduce the time and effort necessary to maintain your network.

The Capital Network Solutions Ltd Smart Care Service provides:

- **Peace of mind** by proactively verifying that your network is secure, reliable, and functioning optimally at all times
- **Increased visibility** into the ongoing health and security of your network through an online dashboard provided by Capital Network Solutions Ltd, allowing you to address potential problems before they affect your business (See Figure 1)
- **Continuous network improvement** through periodic assessments of your network foundation, security, and voice solutions, as well as your network's ability to support new technologies
- **A comprehensive solution** that combines proactive network health checkups and ongoing monitoring with technical support and maintenance for your entire Cisco network with a single service offering
- **Customized network support** that combines industry-leading Cisco tools and training with [Insert High-Level Description of Additional Partner-Led Services] to create a comprehensive service offering customized specifically for your business

## Components of the Service

Capital Network Solutions Ltd will deliver the following service capabilities:

- Remote monitoring and repair of qualified Cisco devices and software applications
- Proactive assess and repair services to identify potential network issues

- Partner-delivered technical support for qualified Cisco network foundation, voice, and security solutions through a single network-wide maintenance contract
- Next business day advance replacement of qualified Cisco devices
- Proactive notifications to simplify the updating of Cisco devices
- Assess and prepare services to simplify the addition of new technologies such as Cisco Unified Communications and advanced security solutions

## Comprehensive Support for your Business

The satisfaction of your customers, the productivity of your employees, and the overall profitability of your business increasingly depend on your network. Now, you can take a comprehensive approach to the care and continuous improvement of your network. Drawing on the combined strengths of Capital Network Solutions Ltd and Cisco, the Capital Network Solutions Ltd Smart Care Service delivers greater network visibility, improves your ongoing network health and security, increases your operational efficiency, and extends the value of your Cisco investments.

