

Cisco Smart Care Service

General

Q. What is Cisco® Smart Care Service?

- A. Cisco Smart Care Service is a comprehensive networkwide service that offers proactive network monitoring, health checkups, diagnostics, and software repairs in addition to technical support for your entire Cisco network in a single contract. Service is delivered through a local Cisco Certified Partner that works with Cisco to provide you with a consistently excellent service experience.

Purchasing Cisco Smart Care Service from a Cisco Certified Partner is a way to verify that your network is secure, reliable, and functioning optimally from your technology investments. Cisco Smart Care Service gives you greater visibility into the performance of your network, and helps you greatly reduce the time and effort necessary to make sure that your network is running efficiently.

Cisco Smart Care Service brings together the complementary strengths of Cisco and our qualified partners. This joint service offering combines Cisco's networking expertise and best practices together with local partners' business knowledge and personalized service.

With the core capabilities of the Cisco Smart Care Service, your Cisco Certified Partner can provide you with:

- Remote monitoring and repair of Cisco devices and software applications
- Proactive health checks and periodic assessments of Cisco network foundation, voice, and security technologies to identify potential issues
- Technical support for all supported Cisco hardware and software* in the network with a single networkwide maintenance contract
- Software updates and maintenance releases for qualified Cisco applications*
- Cisco IOS® Software support, including maintenance releases and patches, minor releases, and major releases
- Next-business-day advance replacement of Cisco devices
- Proactive notifications to simplify the updating of Cisco devices
- Assessment and preparation services to simplify the addition of new technologies and applications over time

*Applies to eligible hardware and software shown in Product section.

Q. How does Cisco define network coverage?

- A. Network coverage means that all Cisco devices** in your network will be covered with a single, service contract that includes proactive network health checkups, remote monitoring, diagnostics, and software repairs in addition to technical support delivered through your local Cisco Smart Care Service certified partner. You get the same high level of service across the network.

Since this service is designed to serve the needs of your business, coverage is limited to commercial-class products that businesses of your size typically purchase. Cisco Smart Care Service is not available to businesses that have network equipment excluded from the commercial-class product list. For more information about eligible products, see the Product section.

**Most commercial-class and some enterprise-class Cisco products are eligible to be covered by Cisco Smart Care Service. See Product section.

Q. If I already have another Cisco service contract on some devices, such as Cisco SMARTnet® or Shared Support, can I get Cisco Smart Care Service?

A. Yes. You can choose to cover your entire Cisco network with Cisco Smart Care Service, even if you currently have Cisco SMARTnet, Shared Support, or another Cisco service. At the renewal time, those contracts will be converted to Cisco Smart Care Service. For more information, see the Pricing section.

Q. Why should I purchase Cisco Smart Care Service?

A. Cisco Smart Care Service provides the following benefits:

- You can choose a personalized service that gives the right level and type of network coverage to best support the size and complexity of your business.
- Increased network visibility provides you with the information you need to efficiently manage and continually improve your network.
- Ongoing monitoring and periodic assessments of network health, availability, and security protects and optimizes essential network applications, communications, and business operations so you can address problems before they affect your business.
- A single service contract that covers all Cisco devices simplifies contract management and maintenance requirements.
- The combined strengths of the industry leader in networking and your local reseller provide network care and improvement planning to keep your network efficient and secure.

Q. For what types of businesses is Cisco Smart Care Service best suited?

A. Cisco Smart Care Service is good choice for small and medium-sized businesses as well as midsize customers that want to ensure higher network security, availability, and performance and:

- Primarily or exclusively use Cisco networking devices
- Have a limited IT staff or want to save their IT staff time and effort maintaining and optimizing their network
- Have between 5 and 105 Cisco network devices on their network (IP phones or software licenses are covered but not counted as devices)

Customers whose networks include any excluded product family at the contract's inception are not eligible for the service. For more information about eligible devices and device weighting, see the Pricing section.

Q. Is there a limit to the number of network users Cisco Smart Care Service can support on any one network?

A. Cisco Smart Care Service is sold based on the number and class of devices on the network, not the number of network users. The lower limit of 5 devices is equivalent to about 50 network users; the upper limit of 105 devices is equivalent to a network with about 600 active users.

Q. Is Cisco Smart Care Service a good option for businesses that want to add voice to their network?

- A. Yes. Successful IP voice implementation requires more than simply deploying an IP call processing solution and IP phones. A company needs a network that prioritizes voice services, provides the necessary bandwidth and processing resources, and is protected from common networking issues that have negligible effects on other services but that significantly impact voice quality.

With the Cisco Smart Care Service, a qualified Cisco partner – backed by extensive tools and in-depth training from Cisco – provides a comprehensive analysis to determine whether the network meets these requirements before your company invests in IP voice technologies.

Through this evaluation, the Cisco partner provides detailed information about everything the network requires (including any devices or links that must be replaced and any operating systems that must be upgraded) to successfully support IP voice, and helps ensure a smoother, more successful implementation. According to a 2005 Cisco survey of companies with IP voice solutions, nearly 90 percent of customers that performed a presales assessment of their network's voice capabilities reported that they were pleased with the solution. Alternatively, approximately 80 percent of companies that did not perform such assessments were dissatisfied.

Q. What steps are taken to ensure that network data sent to Cisco is secure?

- A. A network appliance or software application on the network continuously collects data about the health of the network. This data is sent to Cisco over a secure HTTPS connection, and is analyzed. Cisco communicates network performance and security assessments to you and your authorized partner over a secure HTTPS connection.

Q. How does Cisco use information from my network?

- A. Cisco uses device information from your network to provide you and your authorized partner with the information you need to assess the health, security, and availability of your network and to make needed repairs. Cisco also uses this information to improve future software and hardware offerings. Neither Cisco nor the partner has access to the data that passes through your network.

Assessments and Remote Repairs

Q. How can Cisco Smart Care Service help me verify that the network is secure, reliable, and functioning optimally?

- A. Your authorized partner performs periodic assessments of your network's health and availability to proactively identify potential issues and ensure that all qualified Cisco devices are configured optimally, according to Cisco best practices.

You have dashboard visibility to the performance of the network. Graphical displays show the status of security, voice, and overall network health, allowing you to foresee potential problems and authorize your partner to make remote repairs, as needed.

Q. What assessments are available?

- A. Two types of assessment services are available: Assess and Repair and Assess and Prepare.

The **Assess and Repair** service encompasses a thorough evaluation of every Cisco router, switch, and other device in your network to ensure that all device ports and routing protocols are configured optimally, according to Cisco best practices. Depending on your requirements, your partner may offer a basic network health assessment and/or security assessment.

The **Assess and Prepare** services are a pre-purchase assessment to determine the network's readiness to add advanced technologies, such as voice over IP (VoIP).

Q. How can a voice assessment be used?

- A. The primary use of the voice assessment is to help your business prepare for the addition of VoIP technologies to your network. Using the Smart Care voice assessment tools, your partner provides a comprehensive analysis to determine whether your network meets the bandwidth, quality-of-service, processing power, and other requirements necessary to effectively deliver voice services before your company invests in IP voice technologies. Through this comprehensive evaluation, your Cisco partner provides detailed information about everything the network may require (including any devices or links that must be replaced and any operating systems that must be upgraded) to successfully support IP voice, and helps ensure a smooth, successful implementation.

Q. What can a security assessment reveal?

- A. Security assessments examine the configuration of the network in multiple areas, including:

- Password encryption and management to prevent unauthorized access to network devices
- Flood management to ensure that distributed denial of service (DDoS) attacks cannot overrun network devices and paralyze the network
- Access control to ensure that unauthorized users cannot gain control of the network devices
- Security of remote network management services operating over the Internet or other untrusted networks
- Logging of network and security events
- Secure IP routing
- Unnecessary services that may be running on network devices that could be exploited by attackers

If a security assessment reveals that the network is not configured optimally, your partner can alert you to the problem and remediate it – often remotely. This enables you to proactively address potential security flaws before they cause damage.

Q. How does Cisco Smart Care Service help your partner assess whether your network is highly available?

- A. Your Cisco Certified Partner has access to assessment tools that allow them to conduct a thorough evaluation of every Cisco router, switch, and other device in your network to ensure that all device ports and routing protocols are configured optimally and that all devices are available. The availability dashboard provides a percentage of aggregated up/down time, as well as information about the devices that are the top contributors to downtime. If availability issues exist, your partner can alert you to the problem and remediate it – often remotely.

Q. What discovery information is available through Cisco Smart Care Service?

A. After the discovery service is run, the report shows all the network devices discovered on your network. The IP address, type of device, and configuration details are shown. Your partner can also enter the location of each device to speed parts replacement if it is needed in the future.

Q. Is my device access information secure?

A. Yes. To enable your Cisco Certified Partner to run the Smart Care discovery and other services, you will provide your partner with device access information. This information is encrypted and then passed over HTTPS to the network appliance on your network. The network appliance is the only place that device access information is stored.

Q. How often are assessments done?

A. The frequency of ongoing health and security assessments is determined by you and your Cisco Certified Partner after a discussion of your business' needs.

Network Appliance

Q. What is the network appliance?

A. The network appliance is a hardware-based or Windows software-based client that resides on your network to enable the proactive services capabilities of the Cisco Smart Care Service. The appliance collects an inventory of your Cisco devices, continuously collecting data about the health of the network. Through this appliance, your partner can conduct periodic network health and security assessments, expedite fixes remotely, and perform readiness assessments to gauge the network's ability to support new technologies such as advanced security solutions and Cisco Unified Communications IP voice systems.

Q. Can Cisco or my partner see the data that passes on my network?

A. No. Neither Cisco nor your partner can see the information that is passing over your network. Cisco and your partner can see information about what devices are on the network and their health, security, and availability. The network appliance is the only place this data is retained, and all sensitive data, such as device access passwords, are stored on the appliance, not at Cisco.

Q. How does the information collected by the network appliance flow to Cisco and my partner?

A. On a scheduled basis, the network appliance collects data about all the supported devices in the network and securely communicates that information to Cisco. Then Cisco uses its extensive knowledgebase to analyze the data. Cisco proactively sends data to your Cisco Certified Partner, identifying any risks or issues. Your partner reviews the data and further analyzes the situation based on knowledge about your network and your business as well as the Cisco report. Your partner will notify you of any problems and provide recommendations for the most rapid issue resolution.

Q. What information do I receive?

A. An easy-to-use service dashboard provides a snapshot of the overall health, availability, and security of all the devices in your network. The portal also provides alerts about any identified issues, as well as network health and availability trends.

Q. What information does the appliance monitor in my network?

A. The appliance continually monitors every device in the network to provide:

- Inventory and configuration, including type of device, IP address, serial number, and detailed configuration information
- Availability of each device, including a percentage of aggregated up/down time, as well as information about the devices that are the top contributors to downtime.
- The status of security devices on the network
- The status of Cisco VoIP solutions on the network
- Basic stability and performance of core network devices

Q. What impact will the appliance have on the network performance?

A. The appliance monitoring should have minimal impact on network performance. You and your partner can determine the schedule and frequency of ongoing monitoring and health and security assessments.

Dashboard Reports

Q. How can I access the results of the assessments?

A. An online dashboard gives you visibility to the ongoing health, availability, and security of all the devices in your network, as well as analyses of network health, availability trends, and alerts about any identified issues. You receive high-level visibility into the health, availability, and security of your network. Your partner can also generate more detailed information through various types of assessment reports.

Technical Assistance

Q. If I discover a network problem, whom do I contact?

A. Contact your Cisco Certified Partner, who will do the initial troubleshooting. If your partner is unable to resolve your issue, they will open a service request with the Cisco Technical Assistance Center (TAC) and work with Cisco to resolve the issue.

Advance Replacement

Q. What happens if Cisco hardware needs to be replaced?

A. Your Cisco Certified Partner opens a service request with Cisco TAC. Once the need for a Cisco replacement part has been confirmed, Cisco TAC will send the replacement part directly to you using next-business-day delivery. The replacement part can be installed by either you or your partner, depending on your individualized service agreement.

Q. Are parts always delivered the next day?

A. Replacement parts will be delivered the next business day in locations where that service is available. In remote or less accessible locations, delivery will be made on a best-effort basis.

Q. Who is responsible for returning defective parts that have been replaced?

A. You are responsible for returning the defective part to Cisco after the replacement has been received.

Products

Q. What products does Cisco Smart Care Service support?

A. Cisco Smart Care Service supports a broad range of commercial-class products, which are organized into six technology groups and listed in Table 1. This list is continually updated as Cisco introduces new products. For the most current product list, visit:

www.cisco.com/go/smartcare.

Table 1. Products Supported by Cisco Smart Care Service

Technology	Products
Routers	Cisco SOHO 70 Series, SOHO 90 Series, 800 Series, 1600 Series, 1700 Series, 1800 Series, 2500 Series Access Servers, 2600 Series, 2800 Series, 3200 Series, 3600 Series, 3700 Series, 3800 Series, 5400 Series, and 7200 Series
Switches	Cisco Catalyst [®] Express 500 Series; Cisco Catalyst 2900 Series, Cisco Catalyst 2940 Series, Cisco Catalyst 2950 Series, Cisco Catalyst 2955 Series, Cisco Catalyst 2960 Series, Cisco Catalyst 2970 Series, Cisco Catalyst 3500 Series, Cisco Catalyst 3550 Series, Cisco Catalyst 3560 Series, Cisco Catalyst 3750 Series, Cisco Catalyst 4000 Series, Cisco Catalyst 4500 Series, Cisco Catalyst 4900 Series, Cisco Catalyst 5000 Series, and Cisco Catalyst 6500 Series
Voice Technologies	CallManager Series, CallManager Express Series; Cisco MCS Series; MeetingPlace Express; IPCC Express, Cisco Unity [®] Series, Unity Express Series, Unity Connection Series, Unity Server Series, Unity Software Series; Cisco IP Phone Series
Security Technologies	Cisco ASA Series, Cisco PIX [®] 500 Series
Storage	MDS 9200 Series, MDS 9500 Series
Wireless Technologies	Aironet [®] 1000 Series Lightweight Access Point, Aironet 1100 Series Access Point, Aironet 1130AG Series Access Point, Aironet 1200 Series Access Point, Aironet 1230AG Series Access Point, Aironet 1240 AG Series, Aironet 1300 Series Access Point, Aironet 1300 Series Wireless Bridge, Aironet 1400 Series Wireless Bridge, Aironet 1500 Series, Aironet Access Points

Q. Why are some products excluded from Cisco Smart Care Service?

A. Since this service is designed for small to midsize businesses, coverage is limited to products that these companies typically purchase. Cisco has included products that are commonly used by businesses of all sizes, such as Cisco Catalyst 6500 Series Switches. However, most enterprise-class products are excluded from this service.

Q. If I have a nonqualifying product on my network, can I cover that product with another service and the rest of my network with Cisco Smart Care Service?

A. No. If you have a nonqualifying product on your network, you are not eligible for Cisco Smart Care Service. However, you may wish to consider Cisco SMARTnet service, which covers both commercial and enterprise-class products.

Availability and Localization

Q. Where is Cisco Smart Care Service available?

A. Table 2 lists the countries where service is currently available. Additional countries and languages will be added over time.

Table 2. Cisco Smart Care Service Availability

Phases	Date	Countries Included
Limited availability (select group of partners)	August 15, 2007	United States and Canada: All states and regions Europe: Austria, Germany, Netherlands, Scotland, Sweden, Switzerland, UK
General availability	September 2007	Europe: Belgium, Denmark, France, Ireland, Israel, Italy, Luxembourg, Norway, Portugal, Spain Asia Pacific: Australia, India, Malaysia, New Zealand, Singapore

Pricing and Billing

Q. Can I purchase Cisco Smart Care Service directly from Cisco?

A. No. Cisco Smart Care Service is only available through Cisco Certified Partners.

Q. How does my Cisco Certified Partner determine the price for Cisco Smart Care Service?

A. Your partner establishes the price by taking into account your unique network requirements, including the number and types of Cisco devices and applications on your network, the frequency of assessments, and additional services that you want your partner to provide.

Q. If I already have another Cisco service contract, such as Cisco SMARTnet or Shared Support, on some devices, can I purchase Cisco Smart Care Service? Or do I have to wait until my current service contract expires?

A. You can choose to cover your entire Cisco network with Cisco Smart Care Service, even if you currently have another Cisco service. Your partner will be able to create a plan that allows you to migrate fully to the Cisco Smart Care Service.

Q. How are software applications such as Cisco Unified CallManager accounted for?

A. Software applications such as Cisco Unified CallManager do not count as devices. However, the server the application runs on, such as the Cisco MCS Server, does count as a device and is reflected in the pricing.

Q. Do I have to pay for the service on an annual basis? Is monthly billing an option?

A. You and your Cisco Certified Partner will determine how you pay for the service.

Q. How do renewals work?

A. You and your Cisco Certified Partner will determine your renewal process.

Find a Cisco Certified Partner

Q. How can I find a Cisco Certified Partner in my area that offers Cisco Smart Care Service?

A. You can find local Cisco Certified Partners by going to the [Partner Locator](#) at Cisco Partner Central. You can then contact local partners and determine which ones offer the capabilities and services that you want.

Q. Cisco Certified Partners in my area offer a Smart Care service, but the name of the service includes the partner name, and not Cisco. Is this still the same service offer?

A. Cisco Certified Partners are allowed to brand Smart Care with their own name (for example, Net Systems Smart Care Service). Since Smart Care is typically one part of a partner's full service offer, they may also choose a completely different name. You will know if Cisco Smart Care Service is a part of a partner's offer because their marketing materials will carry the Cisco Services logo. Also, you can verify that a partner is a Cisco Smart Care Service partner by searching in the Partner Locator:

http://tools.cisco.com/WWChannels/LOCATR/jsp/partner_locator.jsp

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