



# Cisco Smart Net Total Care

## Cisco Smart Net Total Care Service

Your IT infrastructure is the lifeline that connects your business to customers and suppliers. Cisco Smart Net Total Care™ helps reduce downtime with fast, expert technical support and flexible hardware coverage provided by the Cisco Technical Assistance Center (TAC). It also offers integrated smart capabilities, providing current information about your installed base, contracts, and security alerts to enhance the efficiency of your support workflows.

The TAC is staffed by Cisco experts and is accessible 24 hours a day, 365 days a year. Technical services available through the TAC are backed by advance hardware replacement with fast response times, including 2-hour, 4-hour, and next-business-day options. Online self-help tools include our extensive knowledge library, software downloads, and support tools designed to help you resolve network issues quickly without opening a case.

## Benefits

- Resolve problems faster by identifying issues quickly and streamlining your incident management processes to improve IT service levels.
- Reduce risk by having access to Cisco technical experts and smart tools that improve visibility into the state of your IT infrastructure 24 hours a day, 365 days a year.
- Increase operational efficiency through proactive management tools and automated processes that make network administrators and managers more productive.

### Smart Net Total Care Delivers Three Key Benefits

		Risk Mitigation	Operational Efficiency	Faster Problem Resolution
	Technical Service and Incident Management	●	●	●
	Security and Product Alerts	●	●	
	Service Coverage Management	●	●	
	Product Lifecycle Management	●	●	

## Outstanding Customer Service Experience

Recognized by J.D. Power and Associates for providing “An Outstanding Customer Service Experience,” Cisco is the only company to have achieved CTSS certification eight times<sup>1</sup>. Our services provide troubleshooting support, advance hardware replacement options, and extensive self-help along with smart capabilities that improve support staff efficiency.

<sup>1</sup> Refer to J.D. Power and Associates Press Release, July 21, 2014 at [www.jdpower.com/press-releases/certified-technology-service-and-support-program](http://www.jdpower.com/press-releases/certified-technology-service-and-support-program).

“With a lean IT organization, the automation on the Smart Net Total Care back end makes a small team’s performance large in execution and impossible to do otherwise. It’s a force multiplier!”

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**John Baldwin**

Pella IT Manager for Infrastructure  
Projects and Architectures

Service capabilities span four primary functional areas:

- **Technical service and incident management:** Award-winning technical support from the TAC combined with advance hardware replacement, online tools, and smart capabilities.
- **Security and product alerts:** An alert management workflow for determining which Cisco published product alerts and security advisories are relevant for your devices.
- **Service coverage management:** Regular installed base collection and flexible reporting capabilities to efficiently manage your Cisco installed base and service contracts.
- **Product lifecycle management:** Enhanced visibility into your installed base to quickly identify Cisco products that are reaching end of life, end of sale, or end of support.

## Next Steps

For more information about Cisco Smart Net Total Care Service, visit [www.cisco.com/go/total](http://www.cisco.com/go/total) or contact your local account representative.

You can also find resources such as videos, training, and case studies and interact with other users in discussion forums on the [Smart Net Total Care Community](#).



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