evolved

Evolved & Cisco® support services overview

Cisco® SMARTnet

Support contracts
Offered with engineering resource as an optional extra:

Cover options

- 8 hours per day, 5 days per week, next business day

- 8 hours per day, 5 days per week, 4 hour response

- 24 hours per day, 7 days per week, 4 hour response

TAC access
24 hours per day for complex technical issues

CCO
Access to Cisco® connection online web information service

Consulting tools, product news, updates and technical details

IOS software updates
Automatic updates on all minor and major IOS releases online

Evolved support
Same as Cisco® SMARTnet with the addition of the following:

Evolved support contracts include:

- SLAs with guaranteed fix times
- On site troubleshooting services for complex network software issues
- Access to C.C.I.E's
- Performance guarantees
- Evolved handle all logistics
- Evolved assign dedicated account manager

- Evolved to handle any network changes
- Maintenance of other vendor's equipment
- Cisco® approved support process
- Regular customer satisfaction surveys
- Customer review process

Evolved additional options:

- Flexible cover options
- CCO
- IOS software updates

For more information please contact us today:

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