



CONVERGEONE + CISCO SMARTnet® SERVICE

Maximizing Your Network and Technology Investments

As a full-service technology provider that is a leader in complex deployments and multivendor interoperability, ConvergeOne is uniquely qualified to help you maintain your communications network so that it delivers maximum ROI.

As a Cisco Authorized Technology Provider and Cisco Gold-certified Cisco Systems partner,



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ConvergeOne can help you maximize the value and performance of your Cisco solutions with Cisco SMARTnet® Service — the award-winning technical support service that helps to ensure your network is up, stable, and secure, your business is running smoothly, and your IT staff is always up to date.

Essential to Your Business

Your network is the lifeline that connects your customers to your business, and the effects of downtime can be significant — costing you productivity, customer confidence, and revenue. As your network and data center evolve, adding new business applications, systems, and services, the consequences of downtime increase dramatically, and delays in resolving issues can bring your operations to a standstill. In addition, keeping your IT staff up to date on rapidly changing technology and security issues can be a major challenge.

By keeping your business and communications functions available, secure, and operating at peak performance, SMARTnet Service is essential to getting the greatest value from your Cisco network and technology investments.

Cisco SMARTnet Advantages

SMARTnet Service provides access to a wide array of Cisco support tools and expertise, helping to deliver greater IT infrastructure and network availability and performance while reducing your operating costs. The advantages include:

- > Fast support from experts — we can connect you directly to the Cisco Technical Assistance Center (TAC), staffed by more than 5,000 certified professionals with experience diagnosing the toughest problems in your network
- > Online self-help support — giving you access to extensive support resources 24x7x365 through Cisco's online knowledge base, communities, resources, and tools
- > Smart, proactive diagnostics — providing critical insight with the embedded Cisco Smart Call Home feature, which offers detailed diagnostics and immediate alerts on enabled network devices so you can quickly identify and resolve issue
- > Ongoing operating system updates and upgrades — delivering new OS features, including both minor and major releases, with the latest OS software updates within your licensed feature set
- > Rapid hardware replacement — providing the coverage you need for each device with flexible hardware replacement options, including 2-hour, 4-hour, and next-business-day (NBD) advance replacement, as well as return for repair (RFR)
- > Onsite support option — deploying a Cisco certified field engineer to your location to replace failed hardware

CISCO SMARTnet SERVICE

QUICKLY RESOLVE ISSUES

Identifying and solving problems before they can significantly affect business continuity

MITIGATE RISK

Detecting security issues that could negatively affect the availability, performance, and reliability of your network

EMPOWER IT STAFF

Improving operational efficiency by keeping your IT team up to date on the latest technology advances and security threats

ConvergeOne Advantages

At ConvergeOne, our goal is to earn your trust as an advisor you count on to deliver the best solution based on a thorough understanding of your business, needs, and goals. So, we not only offer a complete array of Cisco SMARTnet support — we also work with you to make sure you have:

- > The right plan and options in place
- > The correct license design
- > Accurate billing from day 1
- > A plan for future upgrades and projects to keep you current and efficient

In addition, we can support your Cisco platform and enhance its value with options from ConvergeOne Managed Services — a growing portfolio of services designed to keep multivendor environments reliable and performing at their best. For example, with First Call Case Management from ConvergeOne, our Managed Service and Support Center (MSSC) will take your call for SMARTnet support and manage it for you — working with Cisco to:

- > Contact the TAC and set up a trouble ticket for you
- > Turn the case over to Cisco for resolution according to your Cisco Service Level Agreement
- > Monitor the ticket until closure
- > Notify you when the case has been resolved

The ConvergeOne Managed Services portfolio offers a comprehensive choice of customizable and prepackaged managed support that leverages ConvergeOne's proven methodology, our expert tools, the skills of our highly trained and certified services professionals, (our in house Cisco CCIEs) and the capabilities of state-of-the-art Network Operations Centers (NOCs).

So, you can turn to ConvergeOne for everything you need to support your Cisco platform — from sales, design, planning, and implementation through ongoing monitoring, maintenance, and optimization services.

For more information on Cisco SMARTnet Service or the full portfolio of ConvergeOne solutions and services, please visit convergeone.com or contact your ConvergeOne representative, or call 888 321 6227.

